

A Closer Look at LVH-Pocono's Elizabeth Wise

She realized early on that health care was her future.

Attend the Sixth Annual Colleague College Fair

College representatives will be at the April 10 event.

Emergency Nurses Adopt Broset Violence Checklist

Help for managing patients prone to violent outbursts.

April Culture of Wellness Opportunities

Offerings include a CPR class, maternity tours and more

Service Star of the Month—March 2017

Five LVH-Hazleton colleagues are recognized.

Spring Perks and Opportunities for Colleagues

Free Crayola Experience admission for nurses and more.

Board Certified Nurses Honored

LVHN nurses who earned specialty certifications celebrated.

Director of Talent Acquisition Named

Joe Stewart will be joining LVHN.

Service Anniversary List—April 2017

Happy anniversary to colleagues with career milestones.

April Sales Announced

The sales are at LVH-Muhlenberg and LVHN-Mack Boulevard.

Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.



LVH–Pocono Acting President Elizabeth Wise Knows We Will Always Make the Right Decision If We...

BY [RICK MARTUSCELLI](#) · MARCH 27, 2017



This is fifth in a series of LVHN Daily stories about the presidents of our hospitals and Lehigh Valley Physician Group (LVPG). As these leaders begin to play a greater role in keeping you informed through our Communication Cascade, their stories will give you a better understanding of their roles and responsibilities, and help you get to know them better.

There are numerous words you can use to describe Elizabeth Wise. She's a nurse and a leader. She's a people-person, collaborator and go-getter. She's a singer and sports fan. She's a wife and daughter. And she's Acting President of LVH–Pocono, a role she assumed when the hospital became part of LVHN in January. "I'm honored to serve in this role," says Wise, who realized at a young age that a career in health care would fuel her passion for helping people.

A graduate of Seton Hall University, Wise began her career as a bedside nurse and became a nurse manager. She soon discovered a desire to develop business acumen to blend with her clinical background. After earning master's degrees in nursing and business administration from Rutgers University, Wise held leadership positions at health care systems throughout the nation. In 2014, she joined what is now LVH–Pocono as Chief Operating Officer and Chief Nursing Officer.

During her career, Wise learned the importance of building relationships and that teamwork breeds success. She hosted "Breaking Bread with Elizabeth" sessions where colleagues were invited to breakfast or lunch to discuss their challenges, accomplishments and questions. Today, she gets feedback from colleagues by rounding on units throughout the hospital and hosting Colleague Town Hall meetings.

She encourages feedback and input from colleagues about ways to raise the health care bar at LVH–

Pocono, Monroe County's only full-service hospital. As they strategize and plan, Wise is likely to utter her favorite saying: Let's think about the patient. "We will always make the right decision if we consider the most important thing, the patient," Wise says.

Wise's list of career achievements shows she practices what she preaches. She helped LVH–Pocono earn recognition from Healthgrades for Patient Safety Excellence and a 4-star rating from Medicare. She developed the Patient and Family Advisory Council at LVH–Pocono, which allows patients and families to provide feedback about how we can enhance service. With firsthand experience of nurses' impact on the delivery of quality care, she worked to empower nurses to participate in decision-making. "There's nothing we can't do if we work together," Wise says.

As the integration process continues, Wise vows to remain visible, keep the lines of communication open and help colleagues work together as cohesively as a choir of singers, another area in which she has experience. An opera singer, Wise used to sing advertising jingles. Engineers would record her voice multiple times and overdub the tracks until the finished product sounded like a chorus. Although she's singing less these days, she and her husband, Calvin, continue to cheer on their beloved Philadelphia sports teams.

As Wise helps write the next chapter in LVH–Pocono's story, she can't help but think about the hospital's rich history, which spans more than 100 years. When the hospital was founded, her grandmother was 8 years old. "My grandmother just recently passed away after living a full life – she was 108 years old," Wise says. "My mother is 84. With my good genes – and great health care – I could live to be 120. From my vantage point, the future is bright. With LVHN in this community, it's even brighter for all of us."

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Attend the Sixth Annual Colleague College Fair

BY [RICK MARTUSCELLI](#) · MARCH 28, 2017

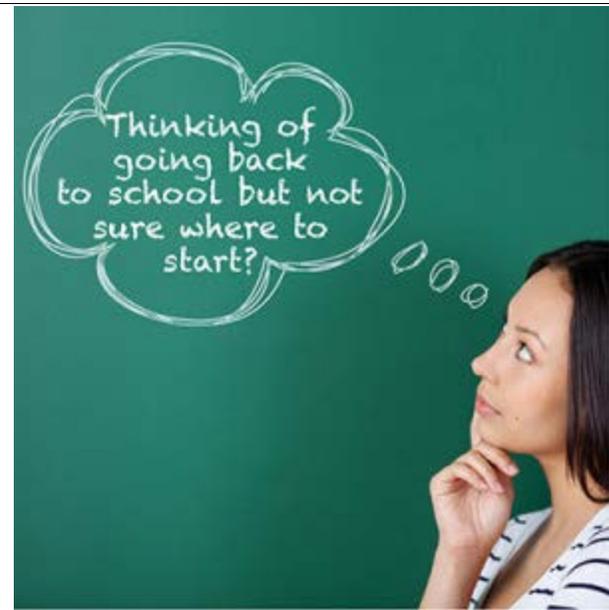
Are you thinking about going back to school but are not sure where to start? LVHN is helping by hosting the sixth annual Colleague College Fair. Here are the details.

Sixth Annual Colleague College Fair

Monday, April 10, 11 a.m.-6 p.m.

LVH–Cedar Crest, Kasych Family Pavilion, ECC rooms 6, 7 and 8

Representatives from several colleagues will be in attendance to provide information on clinical and non-



clinical programs. All LVHN colleagues and their families, as well as health network contractors, students, volunteers and visitors are welcome to attend any time throughout the day.

Refreshments will be available. Plus, you can enter a raffle to win one of three Kindle Fires or \$50 Amazon gift certificates.

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Spotlight on Evidence: Predicting Violent Outbursts in the Emergency Department Using the Bröset Violence Checklist (BVC)

BY [JENN FISHER](#) · MARCH 27, 2017

Three LVHN emergency services nurses wanted to help validate the use of a violence screening checklist in the emergency department (ED). In a baseline survey for this evidence-based practice project, nearly 65 percent of ED nurses agreed that acutely ill psychiatric patients are not medicated in a timely way. Review the team's findings in this Spotlight on Evidence article.

Magnet evidence:

NK3



Alyssa Petillo, Morgan Kutz, Meghan Reilly

Magnet® hospitals encourage clinical nurses to evaluate and use evidence-based findings in their practice. Our “Spotlight on Evidence” stories summarize evidence-based projects conducted by our nursing colleagues.

Project: Predicting Violent Outbursts in the Emergency Department Using the Bröset Violence Checklist (BVC)

Authors: Alyssa Petillo, BSN, RN; Morgan Kutz, BSN, RN; Meghan Reilly, BSN, RN

Background:

- Firsthand experience at the bedside led nurse residents to discover a “disconnect” in practice for predicting violent outbursts in acutely ill psychiatric patients in the ED.
- Patients coming into the ED with a psychiatric diagnosis are evaluated by psychiatric evaluation services (PES), a telehealth program using high-definition videoconferencing to conduct timely evaluations in the ED. PES utilizes a violence screening tool called the Bröset Violence Checklist (BVC). Clinical evaluation and the BVC score are completed, faxed and placed in the chart to assist with inpatient care. The ED team is not familiar with interpreting BVC scores, in turn creating a knowledge deficit of how to care for this population.
- The BVC consists of six violence risk predictors. If a patient exhibits a behavior on the list, he scores a “1” for that category; if he is not exhibiting that behavior, he scores a “0.” The six categories are added together to get the patient’s violence risk score. The six behavior categories include confusion, irritability, boisterousness, verbal threats, physical threats and attacking objects.

Project purpose (PICO Question):

Does the use of the BVC accurately predict violent outbursts in the ED in the acutely ill psychiatric population, therefore leading to early intervention?

Evidence highlights:

- The BVC provides staff with information about each patient's "propensity for aggression...allowing staff to implement biopsychosocial interventions and preventative strategies to avert aggression..." (Chu, Daffern, & Ogloff, 2013).
- Literature does not currently exist for use of the BVC in the ED setting, but its validity and reliability has been established for inpatient units.

Implementation:

- A meeting was held with all charge nurses and the education committee to discuss the project and demonstrate use of the BVC.
- An email was sent to all 135 LVH–Cedar Crest ED nurses with instructions for BVC completion and a sample completed BVC checklist for reference.
- A folder with blank copies of the BVC was placed at each nurse's computer for beds 19 and 20, which are primarily held for acutely ill psychiatric patients. Instructions and a sample of a completed scale were attached to this folder.
- Following a two-month pilot study in the ED, a questionnaire regarding satisfaction and experience was sent to all 135 LVH–Cedar Crest ED nurses.

Results:

- Of the ED nurses who completed the survey, 64.86 percent believe our acutely ill psychiatric patients are not medicated in a timely fashion.
- Following focused BVC education to RNs, 52 acutely ill psychiatric patients were observed during a one-month study. Based on their BVC score, 25 were determined high risk for violent behaviors. Of the 25, 17 were medicated and zero required physical restraints/seclusion following early medicinal intervention.
- Data collected through the LVHN pilot study revealed the BVC can accurately predict violent behavior in the psychiatric patient population presenting to the ED.

Actions:

- Institutional Review Board (IRB) approval is being sought to move forward with a research study to determine reliable use of the BVC in the ED setting.
- Additional collaborative work is being done with inpatient psychiatry and pharmacy to create a standardized medication intervention protocol based on BVC scores.

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April Culture of Wellness Opportunities for Raising a Family

BY [TED WILLIAMS](#) · MARCH 29, 2017

Here are April's Culture of Wellness events for raising a family.

April 1 and 19 – Baby Care

April 2, 10 and 12 – Maternity Tours

April 2 and 23 – Sibling Tours

April 3 and 10 – CPR Family and Friends

April 3, 15 and 22 – Preparing for Childbirth (one-day class)

April 6 – Preparing for Labor and Childbirth (two-



week series)

April 6, 12 and 25 – Breastfeeding Baby

April 8 and 12 – Car Seat Checks

April 23 – Maternity Tours (Spanish)

April 27 – Breastfeeding Baby (Spanish)

For more information or to register, call 888-402-LVHN.

[Learn about all of our Culture of Wellness programs.](#)

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Service Star of the Month – March 2017

BY [SHEILA CABALLERO](#) · MARCH 30, 2017

Service Star of the Month – March 2017

**Jennifer Kaminsky, Lynn Koch, Mike Kempchinsky,
Steve Clark and Duane Kline**

LVH–Hazleton

An out-of-state truck driver who wasn't feeling well pulled into the emergency department (ED) parking lot at LVH–Hazleton. In her truck were her traveling companions, two puppies named Weezie and Baby. The night was cool, so she left the truck's heat on to keep the pups comfortable while she went inside for care.

After the woman was admitted for treatment, she



became increasingly concerned for the well-being of Weezie and Baby. Nominator Stephen Palmieri, Director of Safety, Security and Nutritional Services, was notified of the situation. He called in Jennifer Kaminsky, Therapy Program Director of the Gunderson Center of Inpatient Rehabilitation and resident “dog whisperer,” for assistance. Other colleagues also pitched in to help.

Director of Plant Operations Michael Kempchinsky and Heavy Machine Operator Steve Clark assisted with the truck and the pups. And with the patient’s permission, the dogs were let out for fresh air, food, water and relief. While Clark tended to the truck, Environmental Services colleague Duane Kline kindly volunteered to clean up the inside of the truck, which had been soiled while the pups awaited their owner.

Rehab Case Coordinator Lynn Koch offered to foster the dogs for the night after learning that colleagues were struggling to find overnight shelter for the pups. She even took them to a veterinarian for a mani-pedi with the owner’s approval. Koch also gave the patient her telephone number so she could talk to the dogs from her hospital room. The next day, still more colleagues cared for the dogs until dinner time when a friend arrived to take them under his care.

“It takes a village,” Palmieri says. “In this case, staff went above and beyond the call of duty to come together to care for some lovable pups.”

Next Steps

[Nominate a Service Star](#)

Congratulate these nominees:

- **Joan Carrelli, RN, Danielle Wiley, Jane Antinozzi, Theresa Palamar, RN, Rebekah Nenstiel, Megan Marinock, cardiology, psychiatry, orthopedics and podiatry, Health & Wellness Center at Hazleton**

Colleagues came to the aid of a frantic woman whose husband was unwell and couldn’t get out of

the car. Colleagues assessed the man, took a medical history from his wife and checked vital signs. They also called 911 and accompanied the wife to the hospital when she was unable to drive herself.

- **Marisel Mieses, RN, Lehigh Valley Home Care–Hazleton**

Mieses performed CPR on a woman who collapsed while crossing the road with her 12-year-old daughter. Mieses instructed her son to call 911, then continued CPR with the help of a colleague. After learning the family didn't have a car, Mieses drove the girl home and transported the family to the ED. When she followed up with the family later that evening she learned the sad news that the woman didn't survive.

- **Karen Fuchs, RN, and Carly Feddock, RN, cardiac diagnostics, Health & Wellness Center at Hazleton**

Fuchs and Feddock jumped into action to get emergency supplies to assist a patient who collapsed while exercising at the fitness center. They supported other colleagues also on scene by starting an IV, administering oxygen and putting a pulse oximeter in place.

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Enjoy Springtime in New York City; Free Crayola Experience Admission for Nurses; Join the LVHN Golf League

BY [TED WILLIAMS](#) · MARCH 29, 2017

Springtime in the City: New York on Your Own

June 17, 2017

Join the LVHN Recreation Committee on a special trip to New York City. Spend the day shopping, see a show, take a double-decker bus tour around the city, enjoy a Circle Line boat trip around the island or just sit in the park and people-watch.

Bieber Bus will leave from the LVH–Cedar Crest campus at 8 a.m. on Saturday, June 17. Please plan on being in the upper lot by the water tower by 7:45 a.m. The bus



will depart New York City at 7 p.m. and return to the upper lot by the water tower.

No reservations will be accepted after June 10.

Price: \$30 per person

Fill out this [registration form](#) or contact [Brandi Haja](#) for more details.

Crayola Experience – Free offer for nurses

Throughout April, all nurses get in free, and additional tickets they buy cost only \$9.99 (with valid ID) at Crayola Experience, 30 Center Square, Easton. Tickets must be purchased in advance.

LVHN colleagues can order online anytime and pay only \$15.99 for entry. To order tickets, [visit Crayola's website](#) and use store name LVHN.

LVHN Golf League

There are still openings for colleagues interested in joining the LVHN Golf League at Wedgewood Golf Course in Coopersburg, which begins play in April and continues through September.

The league is open to beginners as well as skilled golfers. A nominal annual membership fee covers and end-of-year picnic, prizes and awards. Members also pay a 9-hole greens fee at the golf course prior to each round.

Contact [Kyle Campbell](#) or [Kay Lawrence](#) for more information.

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Celebrating Nurses Who Earn Specialty Certifications

BY [JENN FISHER](#) · MARCH 30, 2017

Celebrating Nurses Who Earn Specialty Certifications

Next time you speak with a registered nurse, take notice of any additional credentials on his or her badge, like CMSRN, CEN, CPN or NE-BC. These letters represent a combination of experience, study and successful testing to become certified in a specialty area. Recently, LVHN celebrated our certified nurses with unit by unit visits from Patient Care Services vice presidents and administrators in honor of Certified Nurses Day™ (March 19). These leaders brought gourmet cupcakes, letters of commendation and personal thanks.



DSCN2238cardiacICU



Picture 1 of 11

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900+ strong

At our Lehigh Valley-based hospitals, more than 900 nurses in patient care, home health, perioperative and cancer services are board certified. “The overall percent of clinical (direct care/bedside) nurses certified is 43 percent, compared to the Magnet® hospital benchmark of 39.85 percent,” says Kim Hitchings, manager of the Center for Professional Excellence.

LVHN supports clinical nurse certification at its Magnet-designated hospitals by offering study assistance and vouchers that cover the cost of taking the certification exam. Those strategies and the recognition rounds this week are determined by the Professional Excellence Council, chaired by Denise Snyder, RN.

Mother-Baby strong

In 2016, two clinical specialties dramatically increased the number of board certified nurses: behavioral health and mother-baby. Study groups were formed in both areas and pre-payment options (by LVHN) were also offered for the first time, Hitchings says “For mother-baby staff, arrangements were made for the test to be administered at LVHN, resulting in 46 newly certified nurses.”

Not only does certification demonstrate a nurse’s expertise in an area of specialization, it also translates into better patient outcomes. “Evidence has shown the positive relationship between nurse board certification and nurse sensitive clinical outcomes,” Hitchings says.

Learn more about LVHN’s nurse certification program on the intranet site for the [Center for Professional Excellence](#).

Certification Quiz

Match the certification credentials with the area of specialty:

- | | |
|----------|------------------------------------|
| 1. CMSRN | a. Emergency |
| 2. CCRN | b. Oncology |
| 3. PCCN | c. Pediatrics |
| 4. CEN | d. Nurse Executive-Board Certified |
| 5. CPN | e. Progressive Care |
| 6. OCN | f. Medical-Surgical |
| 7. NE-BC | g. Critical Care |

Check your answers [here](#).

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Director of Talent Acquisition Named

BY [ADMIN](#) · MARCH 30, 2017

This message is from Lynn Turner, Senior Vice President & Chief Human Resources Officer.

I am pleased to announce that Joe Stewart will be joining Lehigh Valley Health Network (LVHN) as our new Director of Talent Acquisition. Joe comes to LVHN from DoubleStar, Inc., a talent acquisition firm, where he was the Practice Director for Talent Technology Solutions. Joe has had a successful career in talent acquisition, working in both a consulting role for international clients, and for Einstein Healthcare.

Joe will lead our talent acquisition team. His role is critical in maintaining the strength of our network as we



LEADERSHIP ANNOUNCEMENT

seek to attract the best and brightest talent and continue to provide exceptional care for our patients. He is responsible for LVHN recruitment activities including the design, implementation and management of talent acquisition and workforce strategies to support network-wide staffing needs.

Joe has a background in HR technology to support talent acquisition and retention. At LVHN, he will be responsible for best practices, analyzing trends, establishing metrics and reporting on HR activities. He also will be responsible for developing an annual workforce plan to support recruiting activities for critical hard-to-fill positions.

Joe is a recognized thought leader in HR technology. He earned his Bachelor of Science in pre-medicine from The Pennsylvania State University.

Joe will join the health network beginning this Friday, March 31. Please join me and the entire HR team as we welcome him to LVHN.

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Service Anniversary List – April 2017

BY [ADMIN](#) · MARCH 31, 2017

Happy anniversary to these colleagues celebrating a career milestone at LVHN in April.

40 years

Susan Jones, LVH-17th Street operations

30 years

Cheryl Brunovsky, education services

Susan Galey, home care and medical records

Paulette Kennedy, 3A

Lee Morgan, ICU

Rosa Pastor, LVPG Family Medicine-Hamburg



SERVICE ANNIVERSARY

25 years

Gilbert Anthony, clinical services observation
Bryon Brinker, information services
Roxane Gross, home care and medical records
James Kober, supply chain analytics
Cynthia Schwartz, supply chain analytics
Debra Smith, rehabilitation services
Orfelia Velasquez, clinical services observation

20 years

Christine Aicher, operating room
Charlene Anderson, Lehigh Valley Anesthesia Services
Stacey Asbell, Populytics
Kathleen Barrett, special procedure unit
Robert Clausnitzer, physical therapy
Barry Daley, information services
Angela DeJesus, LVPG Hematology Oncology-Muhlenberg
Jerome Deutsch, emergency department
S. Fooskas, emergency department
Dale Kleinbach, nursing float pool
Sandra Malone, patient accounting
John McCarthy, emergency department
David Richardson, emergency department
Alexander Rosenau, emergency department
Diane Saldukas, emergency department
Roxann Stout, medical records transcription
Anthony Werhun, emergency department
Isabella White, transitional open-heart unit
Charles Worrilow, emergency department

William Zajdel, emergency department

15 years

Laura Bachman, outpatient registration

Jeffrey Bartholomew, contracts/products/supplier services

Patricia Blaukowitz, medical records

Sheri Brady, float pool

Donna Christy, LVPG financial planning

Suzanne Creighton, ambulatory surgical unit

Jean D'Aversa, LVPG operations

Laura Harner, guest services

Therese Iacocca, master facilities

Debra Landis, 5K

Lisa LePage, inpatient rehabilitation

Sherry Marfisi, mammography

Susan Mills, case management

Madeline Nicolino, Diagnostic Care Center

William Schuster, engineering

Jennifer Trumbauer, transitional trauma unit

Kathleen Zaraza, cardiac catheterization lab

10 years

Michele Brunell, Heart Station

Susan Cicon, neonatal ICU

Lisa Demaree, nursing administration

Sonia Dominguez, patient receivables

Kimberly Glenn, LVPG Endocrinology-1243 Cedar Crest

Christopher Gower, Emergency Communication Center

Dorrein Harris, Lehigh Valley Family Health Center

Diemhang Huynh Younes, physician documentation

Sharon Letson, 6N adult psychiatry unit

Jennie Mansfield, pharmacy

Jennifer Meshach, Breast Health Services

Richard Peckelun, security

Sherry Rabenold, LVPG billing services

Dianne Robinson, transitional skilled unit

Jennifer Roche, LVPG Endocrinology-1243 Cedar Crest

Doris Smith, cancer data management

Terry Talotta Russo, ER observation

Yasmeen Terry, nursing float pool

Marc Vengrove, LVPG Endocrinology-1243 Cedar Crest

Lisa Watkins, LVHN Surgery Center-Tilghman
Linda Yacone, LVPG Family and Internal medicine-Bethlehem Township
Kathryn Zilinski, patient transport services

5 years

David Alexander, information services
Robin Angus, respiratory care services
Wanda Backenstoos-Wyatt, LVHN Surgery Center-Tilghman
Janet Ball, 2K south
Stephanie Benjamin, Inpatient Rehabilitation Center
Lymari Bolorin, LVPG Family Medicine-3080 Hamilton Blvd.
Karyn Boniewicz, LVPG Maternal Fetal Medicine-Montage
Edwardo Bonilla, information services
Feliz Lou Cardenas, Lehigh Valley Anesthesia Services
Nicole Coller, case management
Jahnnny Cruz, emergency department
Penny DeLeo, Heart Station
Dhanwant Dhaliwal, information services
Erin Dolan, arena building
Tina Fiorino, emergency department
Tasha Goss, operating room
Samantha Green, LVPG Cardiology-Muhlenberg
Gayanne Grossman, rehabilitation
Jessica Horning, pharmacy
Kristin Hurst, LVPG Neurology-Muhlenberg
Amandeep Kaur, emergency department
Jennifer Kelhart, LVPG Pediatrics
Maria Kish, LVPG Family Medicine-Hellertown
Lauren Kupiec, clinical services video monitoring
Michael Leach, 7T
Marta Matos, emergency department registration
Karen Moyer, CT scanning
Alyssa Nole, Epic
Melissa Perri, 6B
Barbara Pickersgill, labor and delivery
Kathleen Prozonic, psychiatry
Eileen Quintana, Children's ER
Christopher Redmond, information services
Christopher Roddick, emergency department
Colleen Romig, LVPG Cardiology-1250 Cedar Crest
Debra Rudert, transitional open-heart unit

Jeffrey Snyder, LVPG Cardiology-1250 Cedar Crest

Melinda Sullivan, emergency department registration

Cathy Trexler, patient accounting

Ashley Vavrock, human resources

Christina Washington, ambulatory surgical unit

Amanda Yenser, ultrasound

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April Sales Set for LVH–Muhlenberg, LVHN–Mack Boulevard

BY [TED WILLIAMS](#) · MARCH 30, 2017

Over the years, the Lehigh Valley Hospital–Muhlenberg Auxiliary has supported the hospital by operating the Camille gift shop and conducting a variety of fund-raising events and activities. Here is what the auxiliary has scheduled in April:

Boutique on Wheels

LVH–Muhlenberg cafeteria hallway

April 3, 8 a.m.-4 p.m.

Easter Flower Sale

LVH–Muhlenberg cafeteria hallway



April 10 and 11, 8 a.m.-4 p.m.

In the Bag Sale

LVHN–Mack Boulevard cafeteria

April 28, 9 a.m.-2 p.m.

The history of The Lehigh Valley Hospital–Muhlenberg Auxiliary

When a group of Lutheran clergy purchased a 102-acre alfalfa field and set out to build a new hospital for Bethlehem in the late 1950s, a group of women who became The Auxiliary of the Muhlenberg Hospital Center went to churches all over the Lehigh Valley to gather members and funds in support of the project. By the time the hospital was dedicated in 1961, it was one of the largest auxiliaries in the country.

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