

### Memorial Day Observance and Dedication May 24

Bruce Bobo Memorial Bench Dedication to follow the noon Observance simulcast throughout LVHN.

### Advice for Improving Focus-Video

Learn to manage the challenges of modern times.

### Meet Friends of Nursing Award Recipients

Read their stories and look through our patients' eyes.

### Lehigh Valley Children's Hospital Anniversary

Share your stories of a child or family we helped.

### Become an Organ Donor and Save Lives

Attend an upcoming donor registration drive.

### 'In the Bag' Sale at LVH-Muhlenberg

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## Memorial Day Observance, Bruce Bobo Memorial Bench Dedication Set for May 24

BY [TED WILLIAMS](#) · MAY 11, 2017



LVHN has scheduled two special events in honor of fallen veterans of military service on Wednesday, May 24:

**Memorial Day Observance** – The fifth annual Memorial Day Observance will be held at the LVH–Cedar Crest auditorium from noon to 12:20 p.m. It will be simulcast at the following locations:

- LVH–Muhlenberg ECC room D
- LVH–17<sup>th</sup> Street auditorium
- LVHN–Mack Boulevard auditorium
- LVHN–One City Center, Renaissance Hotel fifth-floor ballroom
- LVH–Hazleton Education Training Center, third floor
- LVH–Schuylkill E. Norwegian Street Wall Auditorium
- LVH–Pocono Serenity Room

An LVHN colleague who served in the U.S. Army, U.S. Navy, U.S. Marines, U.S. Air Force and U.S. Coast Guard will join in the annual flag bearing ceremony honoring the flags of the respective services. Lawrence Riddles, MD, LVH–Schuylkill Senior Medical Director and retired U.S. Air Force veteran, will bear the American flag in the ceremony.

Colleagues will also represent the respective services in the Laying of the Wreath on the Memorial Table ceremony in honor of the fallen.

**Bruce Bobo Memorial Bench Dedication** – Colleagues are urged to join with LVHN's Veteran Champions and Patriots in honoring the memory of U.S. Army veteran and I/S colleague Bruce Bobo with a memorial bench at the new Veterans Healing Garden in the LVH–17<sup>th</sup> Street campus courtyard.

The event will be held from 1-2 p.m.

Bobo, who worked at LVHN for 14 years, passed away in October. Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer, and Donna Bobo, Bruce's widow, will be among the speakers. Refreshments will be served after the event in the School of Nursing's first floor auditorium. On-site tours of the Veteran Health Program and the Military and Veteran Resource/Information Center (MAVRIC) also will be available.

All colleagues who are veterans are urged to wear their uniforms to work on May 24.

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## Fine-tuning Focus in a Complex World: Some Advice for Improving Focus-VIDEO

BY [TED WILLIAMS](#) · MAY 10, 2017

We Are Givers





Why is the feeling of burnout so pervasive in the health care industry? Edward Hallowell, MD, says it's primarily because caregivers are givers by nature. Hallowell, a Harvard University-trained psychologist who is founder and director of the Hallowell Center for Cognitive and Emotional Health in Sudbury, Mass., expanded on that theme during a pointed presentation on fine-tuning focus in a complex world at the April 20 Leader to Leader meeting.

"We consciously keep giving, keep trying harder," he says. "But sucking it up doesn't work. We want to work smarter, channel our energy in ways that are positive and result in the biggest payoff."



### Reasons for Burnout

Hallowell sees the challenge being the constant distractions, interruptions and stress-causing elements that go with living in modern times. People feel busier than ever and wonder how long they can sustain the pace.

"The world is saturated with bad news," Hallowell says. "Life is actually better today than it ever has been in human history. But we are inundated by fear, and it's really not good for us at all. Let's learn to manage life so it doesn't manage us."

## Multitasking



### Multitasking

Hallowell says multitasking is a myth when it comes to complex tasks that require focus. He contends in those instances, it's impossible for a person's brain to shift attention from one task to another without missing key elements of both. He also warned of overload, being overwhelmed with too much data and a repetition of communication.

## Going From "F-state" to "C-state"





## Going from 'F-state' to 'C-state'

Brain management – consciously focusing on the positives – is the key to performance, Hallowell says. It's a matter of going from "F-state" – fast, furious, frustrated, frantic, all the factors that can contribute to sub-standard performance, to "C-state" – cool, calm, consistency, conviviality, a conscious effort to emphasize the positives, what brings you happiness and enthusiasm.



### Tips for achieving C-state

How does one achieve C-state? Hallowell has some suggestions.

- Exercise – When you feel better physically, you will feel better about yourself and your outlook.
- Sleep – You get enough sleep when you don't have to be awakened by an alarm clock. How much sleep people need varies by person, it's generally six to nine hours.
- Stress management – Hallowell says there is good stress and bad stress. "It's a challenge because modern life encourages 'F-state,' the toxic stress. But you can manage stress if you don't let the manipulators, the bad news, seduce your brain."
- Matching your brain to the job for which its best suited – "Many people spend a lot of their lives in the wrong jobs, hoping to manage things they'll never be able to," Hallowell says. "Find your personal sweet spot – what you love to do, what you're good at and what somebody will pay you to do."
- Screen sucking (texting, web-browsing) – It's the single biggest time-waster in today's world, Hallowell says. "You have to learn to moderate it like we moderate food," he says.

## The Human Element



### The human element

And most important of all, protecting the human element.

“When asked what the No.1 medical problem in the country is, the surgeon general (Vivek Murthy, MD, in June 2016) said it was isolation,” Hallowell says. “Face-to-face contact, being comfortable enough with a connection that you can be real, is the key to pretty much everything in life.

“Never worry alone, sharing a problem detoxifies it. Build trust and reduce fear, because fear makes people stupid. Find your C-state, it opens the way to peak performance.”

### Watch the full video



## Fine-tuning Our Focus in a Complex World: Apply Brain Science to Improve Perform



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## Through Our Patients' Eyes: 2017 Friends of Nursing Award Recipients Provide Exceptional Care

BY [JENN FISHER](#) · MAY 12, 2017

The 2017 Friends of Nursing Celebration theme asked nurses and clinical colleagues to look through the eyes of their patients to truly understand the impact of their work. Starting this week on LVHN Daily, you'll have a chance to meet some of our 2017 Friends of Nursing award recipients and learn from their stories. Here are this week's featured recipients:

### **A Great Friend to Phoebe**



The power of a single nurse was revealed by Friends of Phoebe, an organization dedicated to sharing the story of 7-year-old Phoebe, a former LVHN pediatric acute lymphoblastic leukemia patient. As Phoebe's mother explains it, **Claire Lollis, RN**, was the pediatric nurse Phoebe and the entire family hoped for when her daughter needed to stay at the hospital for frequent week-long treatments. In addition to helping Phoebe feel happy during her inpatient admissions, Lollis was looked to as an advocate for Phoebe. One day while Lollis shared a meal with her parents at an area diner, she was surprised when Phoebe's father approached them and thanked her parents for raising such an exceptional woman. Lollis was honored with the **M.G. Asnani, MD, Award for Excellence in Pediatric Nursing**.

### **Among the Best: Board-Certified Nurses**

Evidence shows that nurses who are board-certified in their practice specialty positively impact patient outcomes. Magnet designation requires that our health network supports nurses seeking board certification and that the number of certified nurses is continuously improving. We have more than 800 board-certified nurses on our staff, exceeding the Magnet Hospital average. This year two units earned certification awards. Both awards considered the highest number of eligible board-certified nurses and the most significant increase in numbers over the previous year.

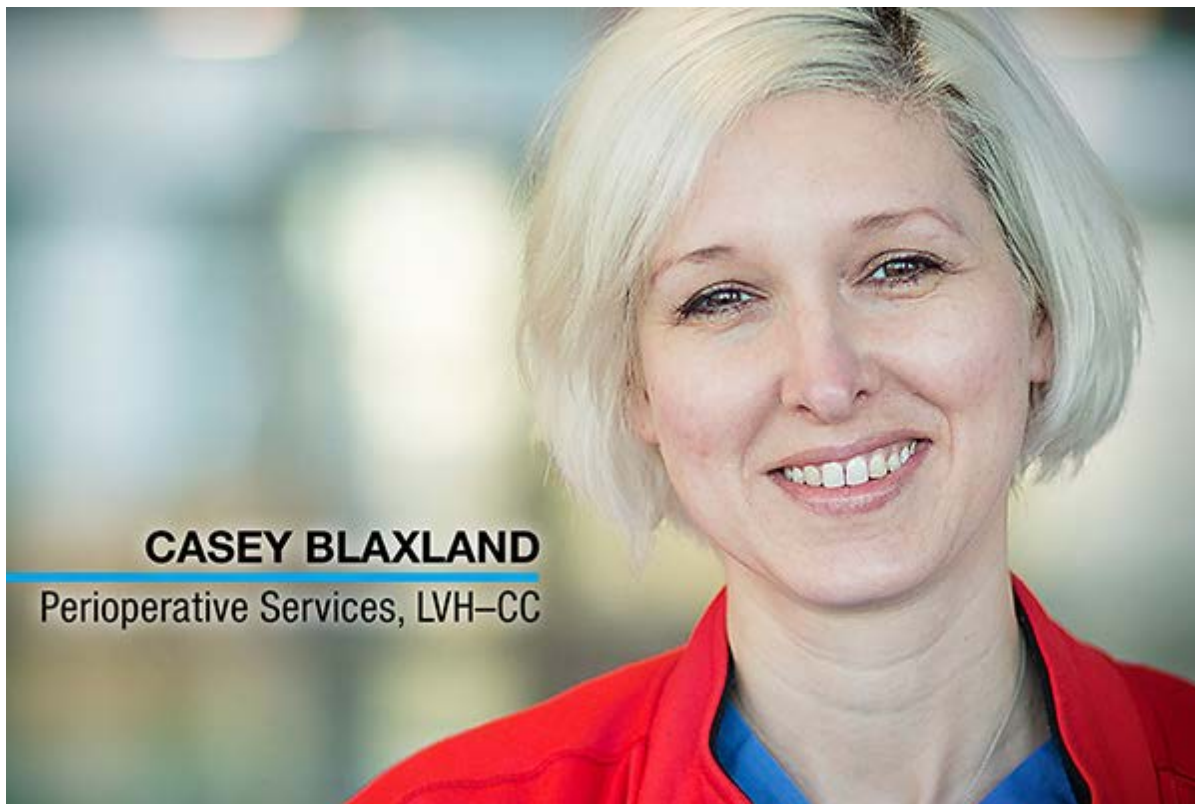


The **Award for Professional Certification**, recognizing a department with more than 15 staff members, was presented to the **Transitional Open-Heart Unit at LVH–Cedar Crest**. The award was donated by the Allentown Hospital School of Nursing Alumni Association.



The **Tewari Family Award for Professional Nursing Certification** recognizes a department with less than 15 staff members. The award was presented to the LVH–Cedar Crest **Express Admission Unit**. The award was donated by Andrea Tewari, RN, and family.

## The “Go-To” Person



Certified in perioperative nursing, **Casey Blaxland, RN**, is not often directly seen through her patients' eyes because they are asleep. However, cardiovascular surgeon James Wu, MD, says she directly impacts their care as the “go-to” person when initiating a new programs because she is very good at adapting and learning new techniques and technology – like our TAVR, VAD, TEVAR and ECMO programs. Blaxland presented TAVR and the Hybrid OR at the Association of Operating Room Nurses annual meeting in California. She is a member of numerous OR committees and the hospital-wide Nursing Research Council, serving as a role model for research associated with traffic in the OR. Blaxland was awarded the **Joseph J. Prorok, MD, Award for Excellence in Perioperative Nursing**, donated by Prorok's wife, Sylvianne, in his memory.

**Inspired by Headley White, MD**





**DR. SARAH NICKLIN**  
Hospice

**The Professional Excellence Council Physician Friends of Nursing Award** recognizes a physician who demonstrates collaborative practice with nurses to promote the best practices and associated optimal patient outcomes. Award recipient **Sarah Nicklin, MD**, writes in her award nomination exemplar, “When I first joined LVHN over 16 years ago, I was encouraged to attend the Friends of Nursing Celebration. The opportunity to hear story after story of nurses who made such a difference in the lives of others was one of the most inspiring events of my career. The Physician Friends of Nursing Award that year was given to Dr. Headley White, and I aspired to be a doctor like him. I have no idea if I am deserving of this award, but I am incredibly proud to have been nominated by nurses for whom I have such deep respect.”

### **Knowing Her Career Path Since Childhood**



At her kindergarten graduation, **Valerie Tomino-Entrot**, recipient of the **Robert Lurig Memorial Award for Excellence in Burn Care**, expressed her desire to work in skin care. Tomino-Entrot's wish has come true as a physician assistant on our Regional Burn Center. As a mentor to new physician assistants, she encourages them to call her on her days off to ensure seamless continuity of patient care. Detailing a situation that required her to have a difficult conversation with a family about withdrawing treatment, Tomino-Entrot said, "taught me what it meant to not only take care of the patient, but his family as well" – a statement at the heart of patient-centered care. This award was donated by Mr. and Mrs. Robert Lurig.

### **Can't Wait to Begin Her Career**



**EMILY MILLER**  
Cedar Crest College

For **The Dr. John M. Eisenberg Award for Excellence as a Student Nurse**, faculty members of three local baccalaureate nursing programs were asked to nominate a nursing student. This year's recipient, **Emily Miller** from Cedar Crest College, first graduated from Virginia Tech with a degree in engineering. After working in the field, she realized she was not getting what she truly wanted in life. As a student nurse, Miller says, "I finally feel as if I am thriving for the first time in my life. I know I made the best decision and I cannot wait to begin my career in a profession that will constantly challenge my abilities and grow my passion for helping and health care."

### **Building Trust With Patients**



**JENNIFER DOWNEY**  
MPS Infusion, LVH–Muhlenberg

Imagine you have been diagnosed with breast cancer and are coming to the LVH–Muhlenberg Infusion Center for chemo treatments. You are very frightened and uneasy about needles, causing you to be angry and perceived as abrasive. For this treatment, **Jennifer Downey**, recipient of the **Josephine Ritz Award for Excellence in Patient and Family Engagement**, approaches you, pulls up a chair and directly meets your eyes. She is calm but firm, distracting you by giving clear explanations of everything she does, and directly addressing your fears and concerns. Your anger subsides, walls go down, a trust develops, and Downey is your favorite nurse. Three years later, you are healthy and, in great part due to Downey who gave you hope to fight and win the battle, have developed a charity whose proceeds go to our cancer program. Longtime LVHN colleague Josephine Ritz donated this award.

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## Share Your Stories as Lehigh Valley Children's Hospital Turns 5 Years Old

BY [SHEILA CABALLERO](#) · MAY 9, 2017

This month marks the fifth anniversary of the opening of Lehigh Valley Children's Hospital. You can help us celebrate by sharing your reflections of the children and families helped by the region's only specialty hospital for children ages newborn to 18.

Do you have a story to share about a special child or family who received care at Lehigh Valley Children's Hospital? There are two ways to share your story:

1. Submit your story without using patient names or other personal identifying information.



2. Ask the family to sign a HIPPA-compliant [media consent form](#).

Select stories will be featured on display during our May 22 birthday celebration in the Jaindl Pavilion at LVH–Cedar Crest.

### Join the party

Mark your calendar and plan to join us for the party. Our birthday celebration will include:

- **Photos and personal stories** of the children served by Lehigh Valley Children's Hospital
- **A colorful zoo mural** that colleagues and community members can color
- **Cake “pops”** to mark our special birthday celebration

Email your story to [LVHN@LVHN.org](mailto:LVHN@LVHN.org). Select stories will be featured on display during our May 22 birthday celebration in the Jaindl Pavilion at LVH–Cedar Crest.

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## Become an Organ Donor and Save Lives

BY [ADMIN](#) · MAY 9, 2017

LVHN has joined the Hospital and Health System Association of Pennsylvania (HAP) and Gift of Life Donor Program as a hospital partner in a campaign to educate hospital communities on the critical need for more organ, tissue and cornea donors and to encourage individuals to register as donors.

Every day new people are added to the national organ transplant waiting list. That list now exceeds 118,000 people whose lives depend on a life-saving organ transplant. This week, more than 100 of them will die because not enough organs are available. Thousands of others whose lives would benefit from the gift of eye and



tissue donation continue to wait and hope.

As a hospital partner in this initiative, all colleagues are encouraged to join with the Gift of Life Donor Program, our partner organ donation organization, in educating our hospital community on the critical need for donation and providing opportunities for people to sign up as organ, eye and tissue donors.

We are aiming to register new organ donor designations to the state registry to contribute to the national goal and to earn state recognition from HAP for conducting activities that promote enrollment in state organ donor registries. We will earn points for each activity we implement between April 1 and Aug. 31, 2017, and will be recognized for reaching a titanium, platinum, gold, silver or bronze level.

As part of this initiative, we will host the following donor registration drives:

- Wednesday, May 10, 12-3 p.m.: LVH–Muhlenberg, cafeteria hallway
- Friday, June 9, 12-3 p.m.: LVH–Cedar Crest, cafeteria
- Friday, June 30, 12-3 p.m.: LVHN–Mack Boulevard, elevator lobby
- Friday, July 14, 12-3 p.m.: LVHN–One City Center, main lobby

In the months ahead, you'll hear more about LVHN's participation in this important campaign. For event information and details on ways you can become actively involved, contact Leigh Yocum at 610-402-4520 or visit [donors1.org](http://donors1.org).

Please support LVHN's involvement, spread this message and help us save lives.

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## 'In The Bag' Sale Set for May at LVH–Muhlenberg

BY [TED WILLIAMS](#) · MAY 9, 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 May:

### **In the Bag Sale**

LVH-Muhlenberg, in front of cafeteria

May 16, 7 a.m.-4 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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## Hop On the Pennsylvania Amish Lands Excursion

BY [TED WILLIAMS](#) · MAY 11, 2017

### **Hop On the Pennsylvania Amish Lands Excursion**

**Aug. 16-18, 2017**

Join the LVHN Recreation Committee on a special trip, the Pennsylvania Amish Lands Excursion into the Lancaster area. Highlights of the trip include:

- A visit to Shady Maple for the largest smorgasbord in Lancaster County and a 40,000-square-foot gift shop
- A guided bus tour of the Amish countryside with stops at an Amish craft farm and bake shop
- A visit to Sight & Sound's Millennium Theatre for a





performance of “Jonah,” featuring spectacular special effects and live animals, with a family-style dinner provided after the show

- A stop at the famous Bird-in-Hand Farmer’s Market on the way home

See [our flyer](#) for much more.

**Price:** \$390 per person/double occupancy

For more information and reservations, contact [Denise Torman](#).

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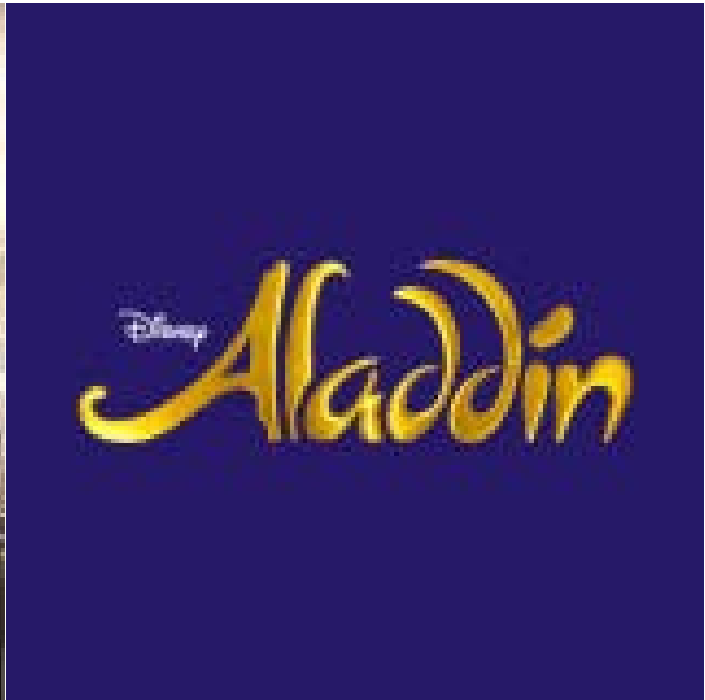
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