

Perinatal Partnership Offering Community-Based Education

With emphasis on diet, lifestyle practices and regular medical care, Linda Lewis, RN, is increasing access and awareness of maternity care for low income, Latino, homeless and battered women in the Lehigh Valley.

A certified childbirth educator, Lewis is advocating maternal health as community educator for the Perinatal Partnership, a coalition of several area organizations including Lehigh Valley Hospital.

According to Joan Linnander, program director of the Perinatal Partnership and administrator of the Perinatal Educator Project, community-based education was made possible through funding by the Lehigh Valley Chapter of the March of Dimes. The birth defects foundation earmarked \$17,000 from its 1994 WalkAmerica fundraiser specifically for this purpose.

Launched in 1991, the Perinatal Partnership is coordinated by Lehigh Valley Hospital and funded by the Dorothy Rider Pool Health Care Trust, the PEW Charitable Trust, the Howard Heinz Endowment, the PA Department of Health and Welfare and the District 18 Kiwanis Club in addition to the hospital and the March of Dimes.

The ultimate goal of the partnership is to reduce the incidence of infant mortality in the Lehigh Valley.

James Balducci, MD, serves as medical director of the Perinatal Partnership which was recently profiled in "Partners for Prevention: Innovative Community-Based Programs," an article that appeared in a publication of the Society for Ambulatory Care Professionals.

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The Public Affairs Department is publishing this extra edition of CheckUp to update employees about the hospital's services and site and facilities plans.

This issue includes a survey to gauge employee interest in the opening of a gift shop in the Morgan Cancer Center. Please fill out, detach and return the form to Public Affairs. Your participation will be greatly appreciated.



Officials of the Lehigh Valley Chapter of the March of Dimes (from left) Paul Balascki, Chairman; Mary Ellen Koval, Executive Director; and Frank Schweighardt, Chairman, Health Professional Advisory Committee, recently presented a \$17,000 check, designated for community perinatal education, to Joan Linnander, RN, MA, program director, Perinatal Partnership. Also on hand for the presentation was Fran Derhammer, RN, BSN, Education Coordinator, WomanCare.

Patient Centered Care Update: Fact or Fiction?

As a philosophy that is influencing the delivery of health care services, Patient Centered Care has generated a considerable amount of discussion and concern among employees and the general public. The following information is presented to clarify the issues and dispel the myths surrounding Patient Centered Care.

1. Health care personnel have always been patient centered.

Fact. But the environment in which hospital personnel provide care has not always been patient centered. The hospital operational structure has changed very little since the early 1900s. Currently, separate divisions and departments work in parallel rather than in integrated systems. As a result, patients and families have not been central players in the planning and delivery of their own health care services. By redesigning the hospital environment – examining work processes to overcome inefficient systems – the hospital can achieve true patient centered care.

2. Unlicensed personnel will be trained to insert and maintain IVs and administer medications.

Fiction. Regulatory bodies within Pennsylvania dictate that only licensed individuals may insert and maintain IVs and administer medications within the acute care inpatient hospital setting. These two functions will remain the responsibility of the Registered Nurse and Licensed Practical Nurse. Other licensed and certified disciplines, such as respiratory therapists and technicians who now are allowed by their practice acts and hospital

policy to administer medications, will continue to do the same.

3. The assessment of patients will remain the responsibility of the RN and other licensed personnel on the care delivery team.

Fact. The education of RNs and other licensed individuals promotes cognitive knowledge and critical thinking related to patient care delivery. The redesign of systems and work processes will allow the professional nurse more time for direct contact with patients, so that assessments can be made and appropriate action plans designed and implemented. In today's environment, a significant percentage of a nurse's time is invested in tasks others could be performing. Some studies have demonstrated that up to 60 percent of a nurse's time is spent on non-direct care and that 31 percent is spent trying to overcome inefficient systems.

4. Caregivers on the prototype units will carry cellular telephones and pagers.

Fact. The inpatient prototype units will utilize a variety of new telecommunication systems to achieve work simplification and efficiencies. Beginning next week, staff of 7B and 7C will pilot the use of cellular telephones. The telephones will be carried by the registered nurse on each individual care team. Calls from physicians, ancillary departments and family members can be made directly to the nurse caring for a specific patient. Among other positive outcomes, this will eliminate placing the caller on hold indefinitely or disturbing patients

by calling in to rooms to locate the nurse.

A new, sophisticated call system, using ID badges worn by all caregivers, will detect and identify each individual's location on the patient care unit. In addition, pages (carried by all caregivers) will be linked to the call system, directly communicating patient needs to the assigned caregiver.

The call system will provide computerized tracking and data collection related to such things as the length of time to respond to a patient request and the amount of direct care time by different caregivers. Analysis of the data will indicate how well hospital personnel are meeting goals related to Patient Centered Care.

5. Untrained personnel will perform many duties, such as vital signs, EKGs, phlebotomy and simple respiratory treatments.

Fiction. A license or certification is not required by regulatory bodies in the state of Pennsylvania to perform any of the tasks mentioned above. Currently, these tasks are performed by unlicensed personnel in the hospital, home health agencies and physician offices.

The **Fact** is that any individual required to perform a task identified within his or her position description and competency skills check-list will be required to attend indepth education related to each task. Validation or return demonstration in a laboratory or clinical setting is mandatory before an individual may perform any task independently.

Another **Fact** is that education for the unlicensed staff member will include not only skill training, but also instruction in recognizing patient signs and symptoms and, if noted, reported immediately to the RN.

6. The Association of Operating Room Nurses (AORN) has developed a position statement on the use of unlicensed assistive personnel. The position statement recommends that the "registered nurse should be the circulating nurse in the operating room."

Fact. This statement was adopted by the AORN House of Delegates during the 1995 Congress.

7. Patient Centered Care is just another "flavor of the month, which will be abandoned after a few months."

Fiction. The concept of Patient Centered Care actualizes the hospital's mission, vision, values and core strategies and will not be abandoned. The seven dimensions will always be the driving force behind everything the hospital does. These dimensions have shaped the design and development of the John and Dorothy Morgan Cancer Center and the new Ambulatory Surgical Center. As work processes are redesigned throughout the entire network, the seven dimensions and operational requirements are the primary consideration. Redesigned processes and systems will continuously be evaluated and, if necessary refined to improve or maintain high standards of care. But, the concepts of Patient Centered Care will always be the hospital's underlying philosophy.

Site And Facilities

Cedar Crest & I-78

Lobby, Gift Shop To Be Renovated

Construction drawings of the new main lobby, including the materials that will be used in the renovation process, are being readied for final review by facilities and construction personnel.

The project, which is expected to begin in June and span 10 weeks, will be completed in phases to allow uninterrupted access to admissions and other areas of the hospital. As a result, the lobby will, at times, resemble a series of tunnels. However, this is considered a more practical alternative to re-routing patients and visitors to other hospital entrances.

The new lobby will extend into space now occupied by the cafeteria conference room and the wheelchair-accessible rest rooms opposite the gift shop and near the cafeteria exit. The rest rooms will be replaced by one which meets ADA requirements in the same vicinity.

Once the lobby is widened, employees and visitors who enter the hospital via the main entrance will have direct access to the main elevators.

At the same time, the gift shop will be extensively remodeled. The Lehigh Valley Hospital Auxiliary has provided \$100,000 in funding for the Tree Top Shop renovations.

Concurrent Projects Proceeding On Schedule

Plans for proceeding with the hospital's new Pediatric Department will be finalized in May. Peds will eventually relocate from 5S, 17th & Chew, to 4B, CC&I-78.

In the meantime, preliminary demolition of 4B continues in the section formerly occupied by the GI Lab.

Subsequently, the medical/surgical unit which occupies the remainder of 4B will move to 7C, an area now occupied by the Nephrology Unit. The Nephrology Unit is

moving across the building to 7A which is being redesigned to accommodate dialysis patients in 13 patient rooms. 7A is scheduled for state inspection on June 6. Following the relocation of the Nephrology Unit to 7A, a new sprinkler system will be installed in 7C.

Construction Continues On 7B, Design Development Begins for 6B

The construction of 7B continues in phases, with the first of four phases scheduled for completion on May 10 and the second to finish on May 17. During each phase, five to six rooms are being taken out of service to facilitate construction of the center core and hallways. The project is expected to be completed by early July.

Then, the redesign of 6B as a patient centered care unit will begin. The project, which will also be completed in phases, will include patient rooms, center core and hallways. The project is expected to span 14 weeks.

Pneumatic Tube System Expands

In April, work began on the expansion of the Pneumatic Tube System which connects the Emergency Department with the Laboratory and Microlab, Shock Trauma and the Medical and Surgical Intensive Care Units. In June, the GI Lab, Pharmacy, 6B, 6C and 7A will be linked to the system. Similar to the compressed air chutes used in drive-through banks, the system enables departments to send lab specimens, test results and supplies from one part of the hospital to another. Eventually, the system will link 32 "stations" with patient centered care units foremost among them.

Classroom Construction Begins

Two classrooms, initially designated for employee instruction in patient centered care, are under construction on the third floor of the John and Dorothy Morgan Cancer Center. The project will be completed in late May.

Air Handlers Installed

New air handlers have been installed on the roof above Operating Room 12 to improve

Site And Facilities

air flow and cooling capacity for the open heart ORs. The Shock Trauma Unit will derive similar benefits from an air handler scheduled for installation later this year.

17th & Chew

Air Conditioning Project In Progress

Work is proceeding ahead of schedule on the installation of a new chilled water distribution system and 800 ton chiller to improve air conditioning for newly-remodeled areas at 17th & Chew. The project will continue through June. Afterward, the existing chiller at 17th & Chew will be installed for the tower at

Cedar Crest & I-78 to improve air conditioning for patient rooms. Patients who share the same room will eventually have separate controls for air conditioning.

NICU Renovations Continue

Renovations to the Neonatal Intensive Care Unit continue with the second of two phases scheduled to begin in mid May. The project is designed to improve operating efficiencies.

Outpatient Peds Project Delayed

Renovations to Outpatient Pediatrics have been delayed due to the replacement of ductwork and other renovation-related issues. The project will begin in mid-May.

Career Corner

The Human Resources Department of Lehigh Valley Hospital provides a number of free services to assist employees with career development and inform them of employment opportunities within the hospital. To highlight these services, CheckUp will feature a new column called "Career Corner." The column will be published along with employee service anniversaries in alternate issues of CheckUp. Listed below are HR's Job Connection, Jobline and Career Counseling services.

Job Connection

This 24-hour, pre-recorded telephone service lists jobs available to hospital employees. The recording is updated every Thursday and may be accessed internally by calling ext. 4570. Full-time positions are listed in alphabetical order, followed by part-time opportunities. The recording recaps the opportunities listed on the weekly Job Posting, which is available via E-mail and posted in the cafeteria at both sites, the MOB, GSB walkway and School of Nursing. When time permits, the listener is given instructions about which employment counselor to contact. Otherwise, employees

should check the Job Postings for further information.

Jobline

Accessed by calling 402-JOBS (5627) any time of the day, this pre-recorded message features positions that have been advertised outside the hospital. The job qualifications are reviewed, including minimum qualifications. Interested candidates should fax their resumes to ext. 1203.

Career Counseling

Susan Ockovic, senior employment counselor/nurse recruiter; Joanne Gimpert, senior employment counselor; and Dan Kane, employment manager, are available to meet with employees and discuss career opportunities within the hospital and in general. Employees who would like assistance and advice about career paths as well as skills testing (including secretarial, reading and mathematics) can schedule an appointment, Monday - Friday from 8 am - 4:30 pm (other arrangements may be made, if necessary). The Human Resources Department is located in Suite 408 of the John and Dorothy Morgan Cancer Center, ext. 8800 (with 24-hour daily voice mail).

Service Anniversaries: May 1995

Human Resources congratulates the following employees on their service anniversaries and thanks them for their continuing service to Lehigh Valley Hospital

Twenty Five Years of Service

May 18 Ruth Davis/Human Resource Dev
May 19 Michele Moll/Clinical Nutrition Svcs
May 19 Beverly Swoyer/Food Svcs C
May 25 Connie Moore/Amb Surg Unit-OR

Twenty Years of Service

May 9 Rose Lippy/Human Resource Dev
May 15 Ryan Ritter/Plant Engineering

Fifteen Years of Service

May 3 Karen Walczar/3C Staging Mon Unit
May 11 Tammy Elliott/Stores Processing Dist
May 19 Lisa Boyle/6B Med/Surg Unit
May 19 Bambi Reichard/GICU
May 27 Tina Abraham/Shock/Trauma Unit
May 27 Susan Brown/Acute Coronary Care Unit
May 27 Patricia Fried/7B Med/Surg Unit
May 27 Doris Horwath/Human Resource Dev
May 27 Nancy Samolot/4B Med/Surg Unit
May 27 Nelly Sanchez/General Svcs C
May 27 Susan Steidel/Shock/Trauma Unit
May 27 Debra Stroh/7B Med/Surg Unit
May 27 Keri Suchy/5B Med/Surg Unit

Ten Years of Service

May 6 Sheryl Madrigale/OR Centralized Sch
May 6 Diane Saniski/Neonatal ICU
May 13 Patricia Vankuren/3C Staging/Mon Unit
May 20 Sandra Haldeman/Info Services Dev
May 20 Melanie Sorrentino/Lab-Limited Serv
May 20 Yvonne Stauffer/4C Med/Surg Unit
May 28 Enid Miller/Transitional Open Heart

Five Years of Service

May 1 Shirley Stocker/Spectrum Administrators
May 7 Mari Driscoll/Nursing Admin
May 7 David Mitchell/Adolescent Psych Unit

May 7 David Pucklavage/Amb Surg Unit-Staging
May 7 Sherri Zehner/GICU
May 8 Hilda Padro/Spectrum Pharmacy
May 9 Ellen Brosious/Medical Records
May 14 Elizabeth Hunt/NuclearMedicine C
May 14 Cheryl Jones/5B Med/Surg Unit
May 14 James McCawley/Bio-Med Engineers
May 14 Elizabeth Stehnach/Lab-Cytology
May 16 Michelle Evans/Spectrum Apothecary
May 16 Michelle Evans/3C Staging/Mon Unit
May 16 Allison Fenstermaker/Health Page
May 21 Michael Boyle/6N Adult Psych Unit
May 21 Patricia Morren/Prog Coronary Care
May 21 Kathleen Rako/Lab-Chemistry
May 21 Elizabeth Vega-Neel/6S Adult Psych Unit
May 25 Kathleen Custead/ Spectrum Pharmacy
May 28 Suzanne Markowitz/Nursing Float Pool
May 28 Regina Ross/Lab-Ancillary Services
May 29 Cynthia Ciocco/Medical Records
May 29 Sandra Keefer/Nursing Float Pool

Gift Shop Survey

Lehigh Valley Hospital's two community auxiliaries are considering a joint venture: a satellite gift shop in the atrium of the John and Dorothy Morgan Cancer Center. To assist in the planning of this project, your participation is requested. Please take a few minutes to fill out the following survey. Your answers will help us understand the need for such a facility, the hours of operation and the items and services you would utilize. Thank you for your assistance.

PLEASE PRINT

1. **Are you a:**
☐ Hospital employee ☐ Medical practice employee ☐ Volunteer
2. **Where do you work?**
☐ 17th & Chew ☐ Cedar Crest ☐ MOB I ☐ MOB II ☐ MRI
☐ Other (Specify): _____
3. **Do you shop at the hospital gift shops?** ☐ Yes ☐ No
If yes, which one?
☐ The Alcove Shop, 17th & Chew ☐ The Tree Top Shop, Cedar Crest & I-78
☐ Both
If no, why not? _____
4. **Would you shop at a store located in the cancer center?** ☐ Yes ☐ No
5. **I usually visit the gift shop:**
☐ Between 10 a.m. and Noon
☐ Between Noon and 2 p.m.
☐ After 2 p.m.
☐ On my way home from work. (Please note time): _____
☐ During my break. (Please note time): _____
6. **Which of the following items would you purchase if they were available?**

<input type="checkbox"/> Magazines	<input type="checkbox"/> Newspapers	<input type="checkbox"/> Snacks
<input type="checkbox"/> Fresh flowers	<input type="checkbox"/> Candy	<input type="checkbox"/> Stamps
<input type="checkbox"/> Greeting cards	<input type="checkbox"/> Gift items	<input type="checkbox"/> Hosiery
<input type="checkbox"/> Personal hygiene items (mouthwash, toothpaste)	<input type="checkbox"/> Plants	<input type="checkbox"/> Film Developing
<input type="checkbox"/> Convenience grocery items (milk, bread)	<input type="checkbox"/> Other (Please Specify) _____	
7. **For patients, which of the following items do you suggest for sale?**
☐ Softcover books ☐ Scarfs/Turbans ☐ Other (Specify): _____

Please See Other Side

8. What other items do you wish the current shops carried?

9. If available for a fee, would you use any of the following services?

- ☐ Personalized birthday cake service
Cakes could be ordered in advance for employee celebrations
- ☐ Lottery ticket sales
- ☐ Luncheon delivery service
Orders could be faxed in advance and delivered to the office
- ☐ Takeout dinner specials
Orders could be selected from a weekly special menu with entrees available for pick-up between 3 and 5 p.m.
- ☐ Dry cleaning

10. Which hours of operation would best fit your work schedule?

- ☐ 10 a.m. - 3 p.m. ☐ 10 a.m. - 5:30 p.m.
☐ 10 a.m. - 4 p.m. ☐ 10 a.m. - 6 p.m.
☐ 10 a.m. - 5 p.m. ☐ Other (Specify): _____

11. If they were available, would you use the following methods of payment?

- ☐ Credit cards ☐ Payroll deduction (for employees)

12. Other suggestions:

13. Would you be interested in becoming a volunteer for this new venture?
If so, would you please list your name and address:

Please fill out, detach and return this survey on or before May 19 to:

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