

### Get LVHN Merchandise Online

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### Breast Health Services Designation

We are Certified Quality Breast Centers of Excellence.

### United Way Goal Exceeded

You helped us raise more than \$273,000.

### Man Wanted by Police

He's been seen in multiple LVHN locations.

### Light the Way

Kim Jordan discusses three ways you can share your light.

### Meet Three DAISY Award Recipients

They exhibit exceptional care, compassion and professionalism.

### Professional Milestones

Learn about the great work of patient care services colleagues.

### See the Phantoms on Feb. 18

Buy tickets through our recreation committee.

### Parkland High School Chorale Performance

See them twice on Dec. 20 at LVH-Cedar Crest.

### See The Nutcracker on Dec. 16

The LVH-Cedar Crest performance begins at 4 p.m.

Watch the 2017  
Annual Meeting  
Presentation

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## LVHN news

“Pathway to Santa”  
Celebrates Holidays and  
Health at Muhlenberg

What Should You Do If You  
Get Sick While Traveling?

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Today's Health Care Serves  
as Foundation for LVH-  
Schuylkill's Future

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# Get LVHN Merchandise Online

BY [MARIELLE MESSING](#) · DECEMBER 12, 2017

Want to wear your LVHN pride for all to see? Our new LVHN Shop makes it easy to order your favorite apparel, lunch boxes and other items emblazoned with the LVHN logo. The LVHN Shop is available online for both colleagues and the public. Visit [LVHN.org/shop](http://LVHN.org/shop) or click “LVHN Shop” on the intranet home page.

Choose from dozens of styles of athletic apparel, fleece jackets and vests, hats and T-shirts, many of which can be personalized with custom embroidery. Like our auxiliary-run gift shops, proceeds from the LVHN Shop benefit the auxiliaries of Lehigh Valley Hospital and Lehigh Valley Hospital–Muhlenberg.



# Breast Health Services in the Lehigh Valley and Poconos Earn Certified Quality Breast Center of Excellence Designations

BY [JENN FISHER](#) · DECEMBER 14, 2017



LVHN Breast Health Services has always attained high recognition from organizations focused on quality breast care, such as the National Accreditation Program for Breast Centers (NAPBC) and Breast Imaging Center of Excellence (BICOE) by American College of Radiology. Now Breast Health Services has attained another outstanding, quality-measured honor: Breast Health Services at Lehigh Valley Hospital (LVH) and LVH–Pocono were named Certified Quality Breast Centers of Excellence™ in the National Quality Measure for Breast Centers (NQMBC) by the National Consortium of Breast Centers. In doing so, these locations are the only comprehensive centers in Pennsylvania to earn Certified Quality Breast Center of Excellence designations.

Catherine Taranto, Director, Breast Health Services, says this certification speaks volumes to patients. “Patients can be confident they will receive quality care from an institution rated as one of the top breast cancer programs in the nation and their care team is specialized in breast cancer treatment,” she says.

Colleagues worked collaboratively to be assessed by the NQMBC, including Breast Health Services leadership, breast surgical oncologists, pathologists, radiologists, radiation oncologists, hematology

oncologists, tumor registry and information services analysts. Taranto says the team is focused on excellence. “They are all experts in their field and dedicated to excel in their practice every day,” she says.

### **How does NQNBC determine excellence?**

To earn the designation, Breast Health Services in the Lehigh Valley and Poconos were evaluated against 32 quality measures required by the NQNBC. “The measures include imaging timeliness of care, patient satisfaction, clinical quality, advanced breast cancer treatment protocols and survival rates,” she says. “These measures are compared and ranked nationally with other breast centers.”

Participation is voluntary, but provides benchmarks our Breast Health Services locations can aspire to. “Participating in the NQNBC ensures we continue to update our practices as standards of care change to continue to provide the highest level of quality care for our patients,” Taranto says.

### **Are you due for a mammogram?**

This fiscal year, one of our Better Health goals is to increase the number of screening mammograms across our patient population ages 40 and older. If you are a woman age 40 and older and you haven’t had a screening mammogram in the last 365 days, you can directly schedule one through your [MyLVHN](#) account. If you would like to learn more about mammography at LVHN or where our convenient mammography sites are located, visit [LVHN.org/mammo](https://www.lvhnhospital.org/mammo).

# We Reached Our Goal

BY [SHEILA CABALLERO](#) · DECEMBER 13, 2017

Thank you to all our colleagues who participated in the 2017 United Way campaign. Your generosity helped us reach and exceed our goals.

- You helped us raise \$273,431 for school children, seniors and our area's less fortunate. Goal: \$250,000.
- A total of 1,521 colleagues participated. Goal: 1,500.
- We added 553 new donors this year.

Your generosity will help create a stronger future for our entire community.



# Individual Wanted by Multiple Police Departments

BY [RICK MARTUSCELLI](#) · DECEMBER 12, 2017

The man pictured here is wanted by numerous police departments for credit card theft and other crimes. The suspect has gained access to multiple LVHN locations by piggybacking, lock picking and sometimes by staff letting him in. The suspect claims to be a contractor and may say he is measuring for carpet or baseboard. The suspect is seen walking calmly around these locations.

If you spot the suspect on or near hospital property, please contact security immediately at 555 if on a hospital exchange, or the local police for offsite locations. If you call the police for the offsite locations, please make a follow-up call to our Communications Center at 610-402-5555 to alert our leadership team. If you can identify the suspect, please contact our Communications Center by calling 610-402-8220 and ask to speak with an investigator immediately. Any questions can also be directed via email to Luis Puentes, Matthew Lesisko and Victor Markowitz. Please be sure to send the email to all three email addresses.

It is extremely important for all colleagues to store their personal items in a secure area at all times. Please be vigilant of anyone you are not familiar with in your work area. If you suspect any suspicious activity, please contact security immediately. The LVHN public safety department is actively investigating this incident with local law enforcement.





# Light the Way

BY [KIM JORDAN, DNP, RN](#) · DECEMBER 15, 2017

When I walk in the Kasych corridor, I am always drawn to the Florence Nightingale bust. When hygiene was overlooked as a contributor to widespread infection among soldiers injured in the Crimean War, Nightingale instituted cleanliness standards – consistent hand washing; clean air in wartime hospital wards; safe food for patients. In doing so, she reduced the death rate from 42 percent to 2 percent.

She also rounded the wards at night, carrying a small, lit lamp. That light was a source of comfort for the sick and injured. The “Lady with the Lamp” cared about their welfare. Her legacy as founder of professional nursing saved lives then – and continues to save lives here and now – with you as the people who carry that light today.



This time of year, you may go to work in the dark and not head home again until it is dark. (I get it – that’s my schedule too.) What I know is light, in many forms, can improve your mood and outlook. And like many positive things, is most effective when it is shared. Here are three ways I hope you will share your light with others:

## **Enlighten**

Generously sharing information with your patients or colleagues in a kind and constructive way, can make life better all around. By illuminating someone’s mind with information that they need – like, helping a patient better understand their disease state, or sharing Epic tips so a colleague uses the electronic medical record (EMR) system more effectively – you go beyond expanding their basic understanding. Enlightening – literally to furnish knowledge, to instruct – leads to those, “Aha!” moments that drive inquiry and ownership, and may spur those you enlighten to share their knowledge as mentors or as support systems for others.

## **Lighten up**

Health care is not thought of as a jovial profession, but when we can bring some lightness and levity to an encounter with a patient or family at the appropriate time, we can help them move beyond feeling defined by a diagnosis to feeling better about life after it. Not only does lightening up help them (and us)



feel good, recent studies have shown laughter has health benefits. Those benefits include: reducing cortisol (the stress hormone), increasing high-density lipoproteins (HDL) cholesterol (the good cholesterol), increasing the ability to learn and recall information, and increasing the release of endorphins (peptide that reduces response to pain).

Sharing a smile, a laugh or an appropriately funny story can build relationships with your patients and colleagues while lightening moods and reducing stress – it truly is good medicine.

### Light the way

One of your great gifts as a nurse is the drive to do what is best for your patients – it's what lights the patient care pathway: Is there evidence? What does that mean to this patient's care? What can I do to lead this care team? How is my patient doing?

You help light the way to best patient care because you are the person who is invested in making sure the care is done properly. I count on that. It's what patients saw when Florence Nightingale illuminated their faces with her lamp while checking on them. It's the same light that shines through you and your actions. By sharing your light with colleagues and patients, you ease anxiety and tension, and make the hours you are with our patients matter.

As always, thank you for everything you do to light, enlighten and ease the patient journey.

Kim

P.S.: An invitation is still open to join the Staff RN Retention Committee. Please speak with your director and send me an email ([Marie.Jordan@lvhn.org](mailto:Marie.Jordan@lvhn.org)). Our meetings will resume in January.

P.P.S: Resources for laughter research:

<https://www.sciencedaily.com/releases/2009/04/090417084115.htm>

<http://www.alternative-therapies.com/openaccess/singhbains213.pdf>

<http://www.nature.com/news/2008/080407/full/news.2008.741.html>

<https://www.sciencedaily.com/releases/2017/06/170601124121.htm>

<http://www.jneurosci.org/content/37/25/6125>



*Kim Jordan*

**About me:** My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

# Evangelia Koutroulelis, RN, Greg Romano, RN, and Vicki Shollenberger, RN, Honored as DAISY Award Recipients

BY [SHEILA CABALLERO](#) · DECEMBER 12, 2017

LVHN regularly honors nurses who exhibit exceptional levels of care, compassion and professionalism with the highly coveted DAISY Award. Read about our July 2017 DAISY Award recipient Evangelia Koutroulelis, RN, our August 2017 DAISY Award recipient Greg Romano, RN, and our September 2017 DAISY Award recipient Vicki Shollenberger, RN.

## July 2017 DAISY Award Recipient

### Evangelia Koutroulelis, RN



### Neonatal intensive care unit (NICU), LVH–Cedar Crest

**Nominated by:** The patient's mother

#### **Nomination excerpt:**

“There is a special kind of person who takes on the role of a NICU nurse. Evangelia (Leah) is that kind of person. Her love, compassion and dedication for her job is what I appreciate most.

Not many people get to experience the NICU when they have a baby. My husband and I never thought in a million years that it would be us. When our son was born 11 weeks early, we had no idea what to expect behind those locked doors. We thought what every parent must think – the worst. Leah helped us understand our son was in the best place and would be taken care of here.

Leah's skill and compassion are amazing. People asked us, 'How did you deal with a stranger taking care of your baby when you couldn't be there?' We were so glad Leah was our stranger.

Words can't express how grateful we are for Leah and the great care she showed our family. She never hesitated to explain when we didn't understand. She was always the first to ask my husband and me how we were doing. And she was very supportive in helping us build a bond with our son. She went above and beyond for us.

The 66 days our baby spent in the NICU were hard, but we knew he was in the best place, and the right set of hands were taking care of our baby boy. We are beyond thankful that most of those days were spent with Leah. True to the words of Winnie the Pooh, 'The smallest things take up the most room in your heart.' Thank you again for taking such great care of our baby. You will always have a special place in our hearts."

**Congratulations and thank you, Evangelia!**

### **August 2017 DAISY Award Recipient**

**Greg Romano, RN**



4T, LVH–Muhlenberg

**Nominated by:** The patient

**Nomination excerpt:**

"I would like to nominate Greg for this award because he gave me the incentive to want to get better. When I was at your hospital, I was very ill and in horrific pain. I never thought I would make it. But with

Greg's help and encouragement, I was able to handle the most difficult situation.

He drove me to want to live. I was on IV feedings and had no appetite or desire to eat. Greg sat in the room with me and encouraged me to eat. He would not leave until I was finished. He was a constant incentive for me to live. I trusted him implicitly.

I knew he seriously cared and wanted me to get better. He gained my confidence and was like family to me. Now that I am in a rehabilitation facility recovering and getting stronger, everything I do now is with his constant encouragement in my thoughts even though he is not here.”

### **September 2017 DAISY Award Recipient**

**Vicki Shollenberger, RN**



**Cardiac intensive care unit (CICU), LVH–Cedar Crest**

**Nominated by:** The patient's daughter and Amber Krause, RN

**Daughter:**

“It was tremendous to see your care in action during my mom's final days. This time will always be remembered because of your devotion. My father spoke often of the care you gave so willingly to our entire family – my mom, dad, his son, me and my mother's sister. My dad was so grateful. I see you now as a soldier, not just a nurse. I thank God for all of the help you provided both before and after my mom's final moments of life. God bless you and all of the CICU staff.”

**Amber Krause:**

“The patient's daughter said she ‘wished she could articulate her gratefulness. What I wrote does not

really say everything.’ She explained that Vicki reminded her of her own daughter who lives out west and was unable to be at the hospital during her grandmother’s passing.

Ironically, the nominator walked by the CICU bulletin board and realized that her daughter shared the same birthday with Vicki. That information was very comforting to her. She said it was like ‘having her own daughter with her during this time.’

The family was touched by Vicki’s caring and support. Vicki cried with the family when their loved one passed on.”

### **How DAISY Awards are selected and celebrated**

Each month, Professional Excellence Council members who serve on the selection panel select a DAISY Award recipient from nominations submitted by colleagues, patients, families and/or volunteers. After a recipient is selected, a surprise, short ceremony at the colleague’s unit or department is held and the recipient is presented with a certificate, a DAISY Award pin, a specially carved stone statue (“The Healer’s Touch”) and cinnamon rolls. ([Read more about the cinnamon rolls connection to the DAISY Award.](#))

### **How to nominate a colleague**

If you work with an exceptional nurse, or have been a patient or a patient’s family member who experienced care from an exceptional nurse, consider nominating her or him for a DAISY Award. Learn more and [complete the short nomination form](#) or visit [LVHN.org/daisyaward](http://LVHN.org/daisyaward).

### **Magnet Evidence: Structural Empowerment**

SE12

Magnet organizations recognize the contributions of nurses. LVHN’s participation in the DAISY Award program provides colleagues, patients and volunteers an opportunity to honor nurses who provide exceptional care.



# Professional Milestones – Fall 2017

BY [ADMIN](#) · DECEMBER 13, 2017

## LVHN Nurses in Publications

“Innovative Approach to Medical-Surgical Nursing Professional Development,” [TrendLines](#), Vol. 28, No. 6, June 2017.

*Jeanine DeLucca, MSN, RN-BC*

“Telewound Technology Enhances Patient Care,” [NICHE News](#), August 1, 2017.

*Nancy DiRico, MSN, RN, CMSRN, BC*

*Kelly Ryan, MS, RN, CWON, CCCN, CFCN*



## Oral Presentations

“Igniting a Culture of Inquiry: Five Unique Elements of an Exemplary Nurse Residency Program,” at the American Nurses Credentialing Center (ANCC) National Magnet Conference® in Houston, in October 2017.

*Carolyn Davidson, PhD, RN, CCRN, APRN, CPHQ*

*Cynthia Cappel, DNP, MSN, RN-BC, NE-BC*

*Patricia Karo, MEd, BSN, RN-BC*

*Michelle Choma, MSN, RN, CRNP*

“Empowering Nurses to Transform Health Care Globally: A United States–Haiti Nursing Partnership,” at the ANCC National Magnet Conference in Houston, in October 2017.

*Kim Hitchings, MSN, RN, NEA-BC*

“Do You Know the Code? Incorporating the 2015 Code of Ethics for Nurses into Practice,” at the ANCC National Magnet Conference in Houston, in October 2017.

*Cynthia Umbrell, MSN, RN, CNS, CCRN*

*Tanya Wagner, BSN, RN*

“A Collaborative Academic-Service Partnership: A Win-Win for Practice and Academia,” at the Sigma Theta Tau International 44<sup>th</sup> Biennial Convention in Indianapolis, in October 2017.

*Mae Ann Pasquale, PhD, RN*

“LVHN Expands Tablet Technology to Improve Value in the Patient Experience,” at 9<sup>th</sup> Annual Regional Conference, Delaware Valley and New Jersey Chapters of HIMSS in Atlantic City, N.J, in October 2017.

*Jaclyn Stine, BS*

### **Poster Presentations**

“A ‘Standardized Patient’ to Validate Competency of SANEs,” at the Emergency Nurses Association (ENA) Annual Conference in St. Louis, in September 2017.

*Devin Kennedy, MSN, RN, CEN*

*Amanda Howatt, BSN, RN, CEN*

“Empowering Night Shift Nurses to Transform Care at Night,” at the Health Resources & Services Administration (HRSA) Collaborative in Pittsburgh, in September 2017.

*Scott Croonquist, DNP, RN, NEA-BC*

“Pragmatic Interventions to Prevent Hospital-Acquired Venous Thromboembolism Events,” at the HRSA Collaborative in Pittsburgh, in September 2017.

*Lauren Amiano, BSN, RN*



“Embracing a Shared Governance Model to Improve Your Practice,” at the HRSA Collaborative, in Pittsburgh, in September 2017.

*Ashley Glennon, BSN, RN*

“Transforming Care Through Video Monitoring: An Innovation to Decrease Patient Falls,” at the HRSA Collaborative in Pittsburgh, in September 2017.

*Danielle O’Connor, BSN, RN*

“Patient Engagement to Improve Care and Maintenance of Cervical Collars,” at the HRSA Collaborative in Pittsburgh, in September 2017.

*Kelly Shoener, BSN, RN*

“A Bariatric Surgery Pathway: Reductions in Length of Stay and Readmissions,” at the Academy of Medical-Surgical Nurses 26<sup>th</sup> Annual Convention in Palm Springs, Calif., in October 2017.

*Andraya Rowan, BSN, RN, CMSRN*

*Sallie Fenstermaker, RN, CMSRN*

“Stroke in the Young: What’s Hiding in Your Blood Can Hurt,” at the Academy of Medical-Surgical Nurses 26<sup>th</sup> Annual Convention, in Palm Springs, Calif., in October 2017.

*Angela Bindics, BSN, RN*

“Urinary Retention Protocol,” at the Pennsylvania State Nurses Association Second Annual Conference in Tannersville, Pa., in October 2017.

*Victoria Reid, BSN, RN*

“Embracing a Shared Governance Model to Improve Your Practice,” at the Pennsylvania State Nurses Association Second Annual Conference in Tannersville, Pa., in October 2017.

*Kristina Rosario, BSN, RN*

“Transforming Care Through Video Monitoring to Decrease Patient Falls,” at the Pennsylvania State Nurses Association Second Annual Conference in Tannersville, Pa., in October 2017.

*Courtney Werley, BSN, RN*

“Pragmatic Interventions to Prevent Hospital-Acquired Venous Thromboembolism Events,” at the Pennsylvania State Nurses Association Second Annual Conference in Tannersville, Pa., in October 2017.

*Melissa Dunn, BSN, RN*

“Predicting Violent Outbursts in the Emergency Department Using the Bröset Violence Checklist (BVC),” at the Pennsylvania State Nurses Association Second Annual Conference in Tannersville, Pa., in October 2017.

*Morgan Kutz BSN, RN*

*Meghan Reilly, BSN, RN*

“Excellence in End-of-Life Care for Patients Dying in an Acute Care Hospital,” at the Pennsylvania State Nurses Association Second Annual Conference in Tannersville, Pa., in October 2017.

*Sarah Mason, BSN, RN*

“Use of a ‘Standardized Patient’ for Competency Validation of SANEs,” at the ANCC National Magnet Conference in Houston, in October 2017.

*Karanda L. Erdman, BSN, RN, CEN*

*Brianna N. Woods, BSN, RN*

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“CAMP – Care for Addicted Mothers Program,” at the Sigma Theta Tau International Maternal-Child Health Nurse Leadership Academy in Indianapolis in October 2017.

*Warren Furry, BSN, RN*

-

“Improving Inpatient Access Through the Reduction of Intra-Unit Transfer Times,” at the Pennsylvania Organization of Nurse Leaders (PONL) Nursing Leadership Conference in Gettysburg, Pa., in October 2017.

*Christine Hartner, MSN, RN*

“An Adult Sepsis Identification and Resuscitation Pathway: Innovative Tactics Beyond the Traditional Bundle,” at the PONL Nursing Leadership Conference in Gettysburg, Pa., in October 2017.

*Lindsay J. Houck, MSN, RN, NEA-BC, CEN, CPEN, PHRN*

*Kim Reitz, BSN, RN, CEN*

“Impacting Women’s and Children’s Health Care Globally – a United States-Haiti Nursing Partnership,” at the Association of Women’s Health, Obstetric and Neonatal Nurses (AWHONN) PA Section Fall Conference in Villanova, Pa., in October 2017.

*Mary Kelly Aungst, RN, IBCLC*

*Melissa Motz, RN*

## **Awards**

Poster Presentation: “A ‘Standardized Patient’ to Validate the Competency of SANEs.” Winner of the ENA Emergency Nursing 2017 conference Poster Awards Program in the evidence-based practice category.

*Sandra Sabbatini, MSN, RN, CEN*

*Devin H. Kennedy, MSN, RN, CEN*

*Amanda R. Howatt, BSN, RN, CEN*

*Michele Rice, BSN, RN, CEN*

## **Specialty Certifications (July 1 – September 30, 2017)**

Sara Brotosky, RN, CMSRN

Robyn Czura, RN, CPEN

Cassandra George, RN, CMSRN

Neliza Ly, RN, CCRN

Kristin Plunkett, RN, CEN

Erin Tyson, RN, RN-BC

# Enjoy a Lehigh Valley Phantoms Game on Feb. 18

BY [TED WILLIAMS](#) · DECEMBER 14, 2017

The Lehigh Valley Phantoms take on the Wilkes-Barre/Scranton Penguins in a matchup between two of the best teams in the American Hockey League on Sunday, Feb. 18 at 5:05 p.m. You can also join in mascot MeLVin's Birthday Bash as well. Come out and join your colleagues in Section 112 cheering on the local guys.

**Saturday, Feb. 18, 2018**

**PPL Center**

**Price:** \$22 per person (Section 112, rows 15-21 in the Attack Zone!)

Complete this [Registration Form](#) and send payment by Jan. 12. Seats will be assigned according to registration order.

Email [Kelly Beauchamps](#) with any questions.



# Hear Parkland High School Chorale Sing Holiday Songs on Dec. 20

BY [EMILY SHIFFER](#) · DECEMBER 15, 2017

Parkland High School Chorale will help you get in the holiday spirit when they perform holiday songs at LVH-Cedar Crest on Wednesday, Dec. 20.

Watch one of their two sets. The first performance will take place around the Christmas Tree in front of the cafeteria from 11:45 a.m. to 12:15 p.m. The second performance will take place at the piano in the Jaiindl Pavilion from 12:15-12:45 p.m.



## Attend a Performance of 'The Nutcracker' on Dec. 16

BY [EMILY SHIFFER](#) · DECEMBER 15, 2017

You are invited to a special performance of The Nutcracker by the PA Classical Ballet Academy. You'll enjoy the performance alongside patients and their families of Lehigh Valley Children's Hospital.

The performance will take place Dec. 16 at 4 p.m. at LVH-Cedar Crest in ECC rooms 6 and 7.

