



update

Vol. 8, No. 5

May 7, 1985

Lab Consolidation

Cost containment is not something new to the HealthEast Hospitals. Over the years, the Hospital Center and The Allentown Hospital have shared services with each other and with other institutions in an effort to contain costs. Some of these shared services include the use of the Computer Center, a centralized telecommunication service located at the Hospital Center, and the shared laundry services through the Hospital Central Services Corporation.

Most recently, the Hospital Center and The Allentown Hospital have consolidated laboratory services in an effort to contain costs while improving services.

The ground work for this merger began in January, 1983. At that time, a task force was formed to develop, evaluate, and select alternate ways to provide laboratory services for patients at both hospitals.

Members of the task force included the clinical laboratory directors, laboratory managers, and administrative representatives from both hospitals. An independent consulting firm was hired by the task force to determine if a lab merger would work. Based on the consulting firm's positive findings, several possibilities designed to reduce duplication of services in the laboratories were considered.

Several factors were considered in the process of consolidating the labs. These factors included maintaining or increasing the quality of service and providing services in the most cost effective way. Low renovating costs and increasing the availability of space for expanding outpatient

services were also considered. As a result of this process, the task force developed a structure for the lab consolidation.

The departments of immunology, endocrinology, and toxicology, in addition to a STAT laboratory, will be located at The Allentown Hospital. Hematology, chemistry, coagulation, microbiology, and STAT capabilities within these departments will be located at the Hospital Center. To continue the high quality of patient care, the departments of histology, cytology, and blood bank will be located at both hospitals.

Many other changes were necessary as part of the lab merger. The central processing areas, which are responsible for receiving and distributing specimens within the laboratory for testing, were expanded. These areas are now able to handle the increased volume of both inpatient and outpatient specimens.

A new computer system was also installed. A single unit computer with greater capacity and processing power is now located at the Hospital Center. New high speed communication equipment called a multiplexer was also installed at The Allentown Hospital. This new computer system will provide rapid test results directly to the nursing units at both hospitals, regardless of where the test is done.

The courier system which transports specimens between the two hospitals has also changed. Since the merger began, two couriers travel between the hospitals at 40 minute intervals during the first shift. Two

Please See Lab Page 2

Continued From Page 1

runs are made during the second shift, with no courier service on the third shift. This reduced courier service on second and third shifts does not impact on service. Any tests which need to be done during these shifts are done in the STAT labs at either hospital.

The lab consolidation, which began on March 12, is complete with the exception of toxicology. It is expected that toxicology, which will be located at The Allentown Hospital, will be in place by June.

With the lab consolidation almost complete, you may be wondering how the whole system works. Here's an example. Say, for instance, a specimen from nursing unit 6A is sent to the Hospital Center's central processing lab. Depending on what tests are requested, the lab assistants and technologists decide where the tests should be done. If the tests are done at the Hospital Center, the results are fed into the computer and are sent directly to 6A. If the specimen is sent to Allentown, an advance request is sent to Allentown through the computer to let them know the specimen will be coming. The specimen is then picked up at the Hospital Center and taken to The Allentown Hospital by courier. When the tests are completed, the results are fed into the multiplexer system at Allentown. The

information, which is transmitted to the Hospital Center's computer, is then sent to 6A.

Because of the lab consolidation, one would think there may be an excess number of employees. With that thought in mind, you may be asking if any employees will lose their jobs. To ease your minds, no employees will lose their jobs. However, since the consolidation, there are a number of excess positions. These positions will be decreased through attrition. This means that as positions become vacant, these positions will not be filled. This will be done until all excess positions are closed.

Since the lab consolidation has been in place, several benefits have been achieved. Significant cost savings have been realized at both hospitals. Turn-around time for routine lab tests has been reduced. And over the next six months, the number of tests done at outside laboratories is expected to decrease dramatically.

According to John F. Salvanti, Ph.D., director of the HealthEast Laboratories, the lab consolidation was a necessity. "It was something we had to do as two hospitals expected to provide the quality of service to the community. The lab consolidation was the first step in reaching our ultimate goal -- a full service reference laboratory servicing the region."



Five Hospital Center head nurses were recently awarded Certificates in Nursing Administration (CNA) by the American Nurses' Association. They are Veronica Comfort, R.N., CNA, 4C; Louise Drexinger, R.N., CNA, 3C; Janet Ifkovits, R.N., CNA, 5C; Sally Schulberger, R.N., CNA, 6B; and Cherolyn Washburn, R.N., CNA, 5A.

With their recent certification, these five staff members are now certified in the areas of nursing organization, interpersonnel relations, human services,

management and professional leadership.

Certification in nursing administration is one of 20 national nursing specialty certification programs offered by the American Nurses' Association. Currently, more than 200 Hospital Center nurses have received certification in one or more of these specialty areas. This is quite an accomplishment considering there are only 1,200 nurses throughout Pennsylvania who have received similar certification. Congratulations!

Herbert L. Hyman, M.D., F.A.C.P., gastroenterologist at both the Hospital Center and The Allentown Hospital, was recently a member of the Board of Judges at a National Institutes of Health (NIH) Consensus Development Conference on the Health Implications of Obesity. At the conference, held in Bethesda, Maryland, Hyman had the unique honor of being the only practicing physician on the 15 member panel. Other members of the panel included professors from medical colleges and

those involved in research.

During the three day conference, the latest findings concerning obesity were presented by both American and European researchers. The major focus of the conference was on desirable or base weight. Other topics discussed included the psychological effects of obesity and its relation to hypertension, age, cancer, smoking, diabetes, heart disease, and cholesterol or triglyceride levels. On the final day of the conference, the panel presented a public statement summarizing the information.

The aim of the NIH Consensus Development program is to promote physician and public awareness of the latest information concerning the

research and the effectiveness and safety of new devices, drugs and medical procedures.

Three Hospital Center medical staff members recently received appointments to Temple University's neurology department.

Lawrence P. Levitt, M.D., chief of the division of neurology at both the Hospital Center and The Allentown Hospital, was appointed associate professor of neurology. Peter J. Barbour, M.D., head of the neurodiagnostic laboratory at the Hospital Center, was made clinical assistant professor. And John E. Castaldo, M.D., was made clinical instructor.

Levitt, Barbour, and Castaldo have taught Temple University medical students for the past two years at the

HealthEast hospitals. They are also involved in the Lehigh Valley Stroke Program in which Temple University's neurology department also participates.

Carol Bury, R.N., B.S.N., has recently been promoted to nursing director. In this capacity, Bury will have administrative responsibility for several departments. These areas include the emergency department, enterostomal therapy, infection control, GI lab, and the day of surgery program.

A member of the Hospital Center's staff since 1974, Bury is a graduate of Misericordia Hospital School of Nursing. She also obtained a B.S.N. from Cedar Crest College.

Employee Assistance Program Opens Its Doors for Business

Confidential counseling is now available to all employees and their families through the new Employee Assistance Program. As it was outlined in the April 2 issue of Update, the Employee Assistance Program provides counseling to those who are experiencing personal problems which may effect their job performance.

The program functions as an information and referral center for those who seek professional help. Counselors are available for problem-assessment and short-term therapy. If therapy beyond five sessions is needed, the counselor will refer the individual to the appropriate agency or private practitioner.

The Hall-Mercer Counseling Program for Business and Industry of Pennsylvania Hospital in Philadelphia has been selected as the agency who will provide the counseling service. After reviewing proposals from 13 counseling programs, the Hall-Mercer Program was chosen because of their extensive experience in this field, the adaptability of their program to our needs, and the competitive costs of the service.

The following information will put you in contact with The Counseling Program/Lehigh Valley Division:

Contact person: Mr. Ollie Neith

24 Hour Telephone: 433-8550

Location: 3131 College Heights Blvd., Suite 2600, Allentown

Hours available for counseling:

Monday through Thursday - 7:30 A.M.-7:00 P.M.

Friday - 9:00 A.M.-5:00 P.M.

Saturday - 9:00 A.M.-12:00 Noon

May Daze

Don't forget, May Daze is coming -- May 17-19. And again this year, May Daze will feature a delicious dinner on Friday and Saturday evenings and a luncheon on Sunday.

Dinner on Friday will be held from 4:30 to 7:30 P.M., and on Saturday from 4:00 to 7:30 P.M. The menu for dinner includes:

Barbecued chicken or ribs
Lyonnaise potatoes
String beans
Creamed cabbage or apple sauce
Rolls
Beverage
Strawberry tarts

The luncheon on Sunday will be held from 11:30 A.M. to 2:30 P.M., and includes:

Fruit salad
Pasta salad
Marinated vegetable salad
Cold turkey, ham, beef, and cheese
Baked fish
Rolls
Beverage
Strawberry tarts

The price for dinner is \$5.75 for adults, and \$3.50 for children 12 and under. Luncheon tickets are \$5.00 for adults, and \$3.00 for children 12 and under. Tickets for both the dinner and luncheon are available in the Tree Top Shop.

* * * * *

Some of the special entertainment scheduled for this year's May Daze include the Happy Boombadeers, the Saucon Squares, and the Marshall Arts Academy. Special appearances will be made by Miss Lehigh Valley, Mayor Joseph Daddona, Congressman Don Ritter, Laura Jill Miller, plus many more surprises.

* * * * *

Reminder -- to help make May Daze happy and safe for everyone, no pets are allowed on the grounds.



Benefit Spotlight

GOOD NEWS...

...We have improved our health insurance coverage -- again!

(You may remember we increased the major medical lifetime maximum to \$50,000 and included emergency illness as a covered expense when we first switched to Prudential.) This time, because we strongly support the philosophy behind home health care, we have increased the number of eligible visits from 30 to 100 visits. The change was effective April 1, 1985.

...Also effective April 1, 1985, was an improvement to our dental plan. We realize that sometimes dentures can become useless after surgery resulting from disease or an accident, regardless of how old they are. If this happens, replacement of dentures can now be considered as an eligible expense under the plan. Prior to this change, they could only be replaced if they were more than five years old, broken or if additional teeth were extracted.

YOU SHOULD KNOW...

...We have noticed that many employees submit each claim to Prudential as they are incurred. The Hospital Center is charged \$6.45 for every claim paid. In an effort to contain

costs, we suggest you save your bills and submit three or more at a time if at all possible.



Lehigh Valley Hospital Center

GROUP HEALTH CLAIM
SUPPLEMENTARY FORM

The Prudential Insurance Company of America
Central Atlantic Group Operations
P. O. Box 950, Horsham, PA 19044-0950

Employer LEHIGH VALLEY HOSPITAL CENTER		Date
Employee's Name	Social Security No.	Policy no. 39949
If claim for dependent, give name		Date of original claim report
Diagnosis (if known)		

Attached you will find additional claim information as listed below:

- ☐ Additional bills
- ☐ Medicare statements
- ☐ Other

NOTE: If a completed claim form has not been submitted in the last 6 months-
do not use this form - please submit a fully completed claim.

Employee Signature

3/85

TO MAKE IT EASIER...

...One visit to the hospital can generate many separate claims. Filing the standard claim form for each claim can be a real hassle. To make it easier for you, we have developed a new supplemental form for this situation. This new form cannot be used for the original claim, but should be helpful in filing subsequent claims. A sample form is shown for your information. Forms are available in both the recruiting and personnel offices.

IN THE FUTURE...

...Although Federal regulations have made flexible benefit programs less attractive than originally anticipated, we have still not completely ruled out FlexPac. We are sorry we have nothing specific to report now, but from time to time we will keep you informed via this column of our progress in pursuing FlexPac. Watch for it!

...The lab started it and now the personnel departments, along with about a dozen other departments in both hospitals have continued it. The "it" of course is the study of the pros and cons of integrating specific departments or services currently provided at both The Allentown Hospital and the Hospital Center. The personnel departments are currently working to make the benefit packages and policies and procedures at the two hospitals as similar as possible. We will keep you posted on any changes that may effect Hospital Center employees.

PARDON US...

...In February's Spotlight we asked you to correct the policy number on the old dental forms from 39915 to 39949. Unfortunately we goofed--the old number was 34915. Please cross it out and write in the new one (39949) to facilitate the processing of your claims. Thank you!

Emergency Department Nurses Fingerprint Over 800 Children

Which situation would you consider to be more exhausting? An emergency department filled with patients on the 11-7 shift, or two long lines of anxious parents and their children waiting to be fingerprinted at a nearby mall?

Ask any one of the emergency department nurses who was involved in the recent fingerprinting project at Trexler Mall and you will find that the mall was more exhausting. Seriously, the project was a huge success...it just tested the stamina of our hard working emergency department nurses!

Over 1,000 parents brought their children to the mall the weekend of March 29 to be fingerprinted. The emergency department fingerprinting committee chose this project as a way to get out into the community to talk about the importance of safety education.

Fingerprinting children has gained national attention recently, as one more way for parents to protect their children. And judging from the wonderful turnout at the mall, parents are convinced that this safety trend is truly important.



Emergency department nurses learn fingerprinting technique from a Pennsylvania State Police officer in the emergency department conference room. Pictured above (from left to right) are Trooper Michael Tenuto, Mary Cramsey, R.N., CEN; Eileen Sweeney, R.N., M.S.N., CEN; Beverly Oliveria, R.N., CEN; Charlotte Buckenmyer, R.N., CEN; and Judith Bailey, R.N., CEN. Fingerprinting committee members not pictured included Carol Anne Bury, R.N., B.S.N., and Gloria George, R.N., CEN.

The nurses worked at a feverish pace fingerprinting children up to age 18, at the same time talking with their parents about child safety. The completed fingerprint cards were given to each parent to be kept on file at home.

Law enforcement officials have found that fingerprinting records kept at home are of great help in locating and identifying missing children. A folder filled with child safety and emergency prevention information was also provided for each parent.



Mary Cramsey, R.N., CEN, and Beverly Oliveria, R.N., CEN, fingerprint two youngsters at Trexler Mall.

To prepare for the project, the nurses were trained in fingerprinting technique. Trooper Michael Tenuto of the Pennsylvania State Police, Fogelsville Barracks brought his fingerprinting equipment right into the emergency department, spending approximately two hours training the nurses.

The training session may have prepared the nurses for fingerprinting children of all sizes and temperaments, but it could not have prepared them for the crowds of people that flocked to the mall on Friday night and Saturday afternoon.

Because many parents could not wait in line and had to leave, the emergency department nurses are offering the free fingerprinting service again at May Daze. Highlighted below are the hours when they will be fingerprinting children at May Daze, however, we encourage all Hospital Center employees to bring their children early

because long lines are expected.

This fingerprinting program is the first of several programs the emergency

department will present to the public in an effort to become actively involved in community education.

Free Fingerprinting Booth at May Daze

Emergency Department nurses will be fingerprinting children between the ages of 2 and 18 years in the auxiliary tent during the following hours:

Friday, May 17 - 6:00-9:00 P.M.

Saturday, May 18 - 12:00 Noon-6:00 P.M.

Sunday, May 19 - 12:00 Noon-4:00 P.M.

Come early...long lines are expected!!



THE CENTER WELCOMES

To Admitting
Susan Wagstaff

To Financial Services
Joseph Felix

To Health Sciences Library
Pamela Trax

To Housekeeping
Jean Gerancher
Louie Rodriguez

To MedEvac
Thomas Rothrock

To Nursing Services
Mary Hartman
Geraldine Motko
Ronald Pforter
Georgia Rauch
Loretta Sandy

To Pharmacy
Rochelle Dallago

To Secretarial Pool
Juanita Trimbach

Welcome Back
Robert Wisser - Nursing
Services

Automatic Teller Machines (ATM's)

Last year the Hospital Center considered the possibility of providing banking services to employees by the use of an automatic teller machine (ATM). To assess the need for this type of system, an employee questionnaire was distributed in July.

After tallying the questionnaire, the Hospital Center sent out formal requests for bids to several area banks used most by employees. One of the bids received was a joint proposal from First Valley Bank and UnionBank. This proposal

includes the installation of two coordinated automatic teller machines, a MAC machine and a CashStream machine.

At the present time, it is projected that the automatic teller machines will be installed in the Hospital Center by mid-May. The ATM's will be located in the hallway across from the cafeteria entrance. They should be ready for use by July 1.

More information regarding the use and benefits of the ATM's will be included in future issues of Update.



Automatic teller machines, similar to those pictured above, will be installed at the Hospital Center by mid-May.

Proposed Parking and Traffic Control Policy

As you know, there has been rapid growth in auto traffic on the Hospital Center's campus. There is also an increased demand for employee, physician, outpatient, and visitor parking. As a result, the Hospital Center has found it necessary to implement a parking policy and insure that it is followed.

A proposed parking and traffic control policy was presented for review at the March 26 department head meeting. Department heads were asked to share the proposed policy with their staff members for comments, concerns, and questions. This input will be taken into account when the policy is finalized.

In the April 2, 1985 issue of *Update*, we reported to you the designated areas where employees may and may not park. An explanation of the speed bumps and the need for employees to display parking permits were also mentioned.

In addition to these items, the policy includes a list of specific violations which will result in enforcement action. These violations include:

- parking in an unauthorized area
- no hospital parking permit displayed
- no logo sticker displayed
- no parking permit or logo sticker displayed
- not parking in a lined space (this includes straddling two spaces and parking diagonally in two spaces)
- parking in the first three rows of the medical office building lot
- employees parking at meters (excluding night shift employees)
- non-physicians parking in first five rows of the physicians' lot
- parking in a crosswalk, MedEvac parking, emergency department and outpatient lot, pastoral care parking, fire lane, handicapped parking, or any road or driveway unmarked for parking
- avoiding speed bumps

To ensure that the rules included in the policy are followed, the proposed policy also includes a system of progressive discipline for violators. It is hoped that this system will insure maximum levels of safety and fairness for all of us.

1st offense - warning to individual on windshield to warn employee of the offense. This warning will be kept on file for a 12 month period.

2nd offense - memo sent to employee and employee's supervisor, which the supervisor must sign following counseling of the employee. This memo will then be forwarded to the security director for verification.

3rd offense - the employee will be put on probation.

4th offense - the employee will be terminated.

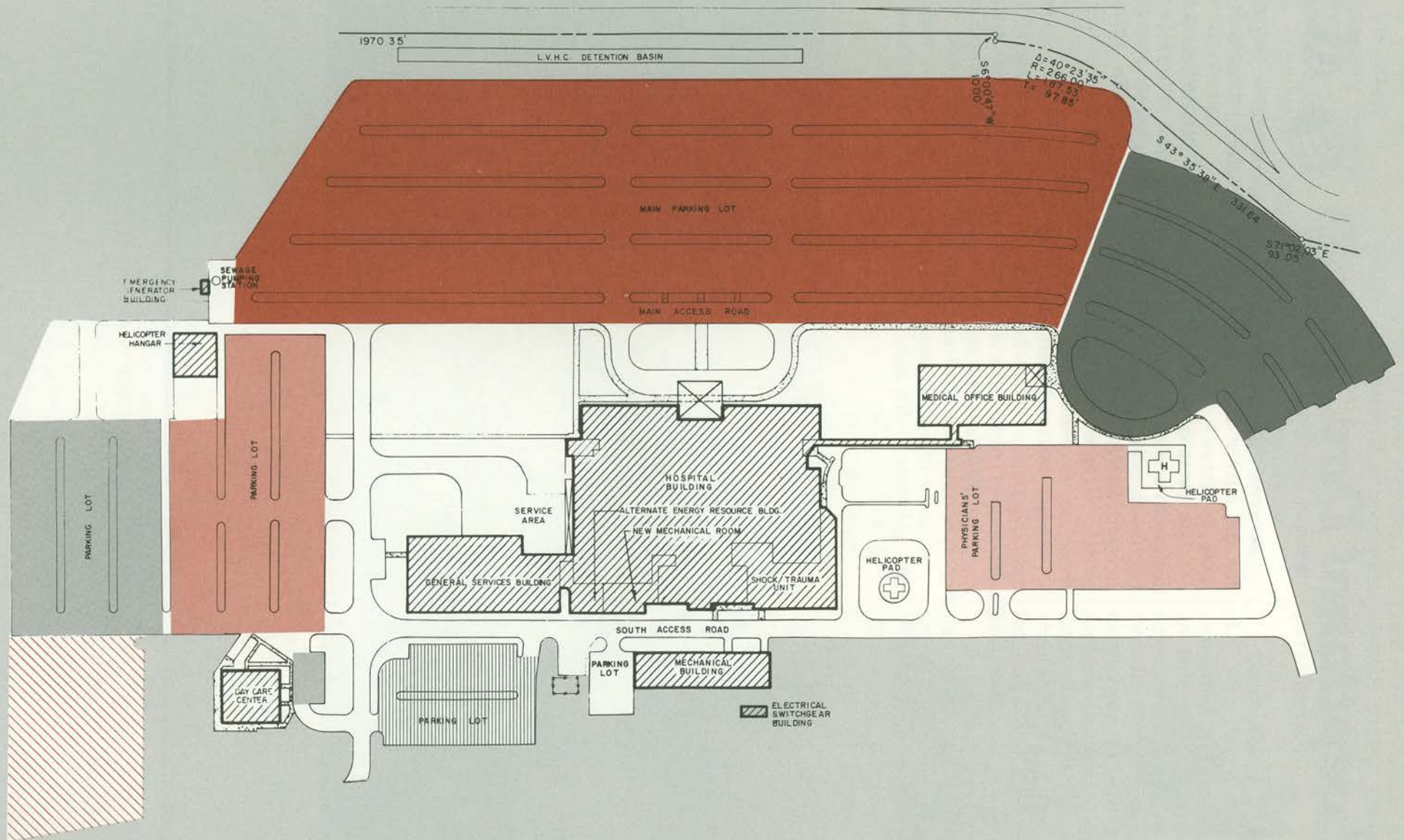
Depending on the circumstances, the placement of a steel boot or towing of the car may be indicated.

This proposed policy is for employees, volunteers, and employees of medical office building physicians. A parallel policy for physicians will also be developed by the president of the medical staff.

All of us are affected by the parking problem. Your input is important. It is also important for all of us to understand that observation of the driving and parking policy is part of our citizenship as members of the Hospital Center family. We need your help to make it work.

If you have any comments, concerns, or questions regarding the proposed policy, please forward them to Paul Nurick, vice president.

-  Main Parking Lot
-  Medical Office Building Lot
-  General Services Building Lot
-  Physicians' Lot
-  Child Care Center Lot
-  3-11 Shift Lot
-  West Lot
-  Proposed Lot



"Egg" ceptional Day



A warm breeze and plenty of sunshine -- a perfect day for an Easter Egg Hunt. Unfortunately, that was not the case.

The first annual Easter Egg Hunt scheduled for Saturday, March 30, was postponed due to rain. Members of the Recreation Committee, who sponsored the event, prayed for better weather on Sunday, March 31. It didn't work. The weather was not ideal. However, the hunt went on as planned.

About 100 children, ranging in age from one to 10, participated. After hearing the signal to begin, the kids scampered about the hospital grounds to find their rewards -- over 700 colored eggs. Members of the Rec Committee also handed out foil-wrapped chocolate bunnies.

It was obvious everyone had a great time, regardless of the weather. We can just hope for the best next year!



Easter eggs anyone? With the help of their parents, several tots scouted around to fill their baskets with eggs left by the Recreation Committee "bunnies."



Do you know where your children are? Several of them are probably playing on the playground equipment behind the Child Care Center. The equipment, which was donated by the Parents' Advisory Committee, was installed last spring.

UPDATE ADVISORY COMMITTEE

Update, the newsletter of the Lehigh Valley Hospital Center, is intended to be an internal newsletter. Presently, Update is playing a dual role -- both as an internal and external newsletter.

The public relations staff has been thinking about making some changes to Update. Ideally, we would like to have one newsletter for external distribution and another newsletter for you, the employees and members of the Hospital Center family.

To make the internal newsletter truly your newsletter, we need your help. We need input on what kind of news and articles you want to read. We need your suggestions for format. And we would like to know if you want to see articles written by other employees.

To accomplish this goal, an Update Advisory Committee will be developed. It is anticipated that committee meetings will begin in June.

If you are interested in participating on the advisory committee, please contact the public relations department at Ext. 8900.

It's your newsletter. Your input is important.

A Letter of Appreciation



Dear Hospital Center Co-workers,

I would like to express my gratitude for prayers, flowers, cards, gifts, and visits I received during my recent hospitalization here. It gave me great pride being part of a supportive hospital family which is helping me achieve a speedy recovery.

Sincerely yours,

Anna Kriebel
Nurses Aide
Operating Room



Lehigh Valley Hospital Center
a HealthEast Hospital
P.O. Box 689
1200 S. Cedar Crest Blvd.
Allentown, PA 18105

BOARD OF DIRECTORS

Michael J. Thompson
Chairman
Daniel G. Gambet
Vice Chairman
Donald F. Wohlsen
Treasurer
Ellwyn D. Spiker
Secretary
Valeria S. Boyer
David P. Buchmueller
Richard Fleming
Jack I. Greenblat
Lloyd Jones
Francis S. Kleckner
Indru T. Khubchandani
A. Malcolm MacMillan
Carl R. Maio
Donna M. Pidcock
Alan H. Schragger
Carol G. Voorhees
Stanley E. Zeeman

Morton Schneider
Chairman Emeritus



Rich Cutshall — Executive Editor
Janet Laudenslager — Staff Assistant
Cindy Rappoport — Staff Assistant
Pat Zieger — Staff Assistant
Jack Dittbrenner — Photography
Patti Wetherhold — Photography

Non Profit
U.S. Postage Paid
Permit No. 1922
Allentown, PA
18105