

## #LVHNProud on LVHN Daily

It's a new place to see colleagues' stories and share yours.

## Watch Our First Colleague Ambassador Video

Hear personal stories about what it means to wear the badge.

## MSK Cancer Alliance Extends to LVH–Pocono

Watch as the announcement was made and see ads.

## Resourcefulness and Compassion

They are words to describe Friends of Nursing honorees.

## LVPG Practice of the Month – Photos

Meet colleagues from LVPG Physiatry.

## Get 20% Off LVHN T-Shirts

They're on sale for only \$11.

## Handbag Sale at LVH–Cedar Crest

Stop by the Jaindl Pavilion on June 12 and 13.

Volunteer  
at  
Musikfest

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What to  
Wear This  
Summer

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New Procedure  
at  
LVH-Muhlenberg

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## LVHNnews

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How to Survive a Heart Attack

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4 Insights About 911

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A Community of Caring

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# Introducing #LVHNProud: A New Place to See Colleagues' Stories and Share Yours on LVHN Daily

BY [RICK MARTUSCELLI](#) · JUNE 6, 2018



**#LVHNProud**  
A place to share the voice of colleagues

Every LVHN colleague has a story to tell. Maybe you want to tell your story about why you love working here or [what it means to wear the LVHN badge](#). Perhaps you want to share stories, photos or videos showing ways your colleagues are providing outstanding care or doing great things to make our community a better place. Or maybe you want to express what makes you honored to heal, comfort and care. All our stories are different, but they have one thing in common. They make us #LVHNProud.

LVHN Daily now has a new place where you can share your story. When you click on “#LVHNProud” in the top navigation bar, you’ll see inspirational stories from and about colleagues. In the coming weeks, for example, you’ll see videos featuring Colleague Ambassadors sharing their #LVHNProud stories.

What to share your story? Do you have photos or videos of colleagues doing something that makes you #LVHNProud? [Submit it now](#). You also can click “Submit Now” in the right column of LVHN Daily to share your story at any time.

Then visit LVHN Daily often to get inspired by what makes colleagues #LVHNProud. And whenever you have a story, photo or video that makes you proud, share it. By sharing our stories with one another, we will reinforce in each other and with the people of our community just how special LVHN is.

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## Watch Our First Colleague Ambassador Video

BY [RICK MARTUSCELLI](#) · JUNE 8, 2018

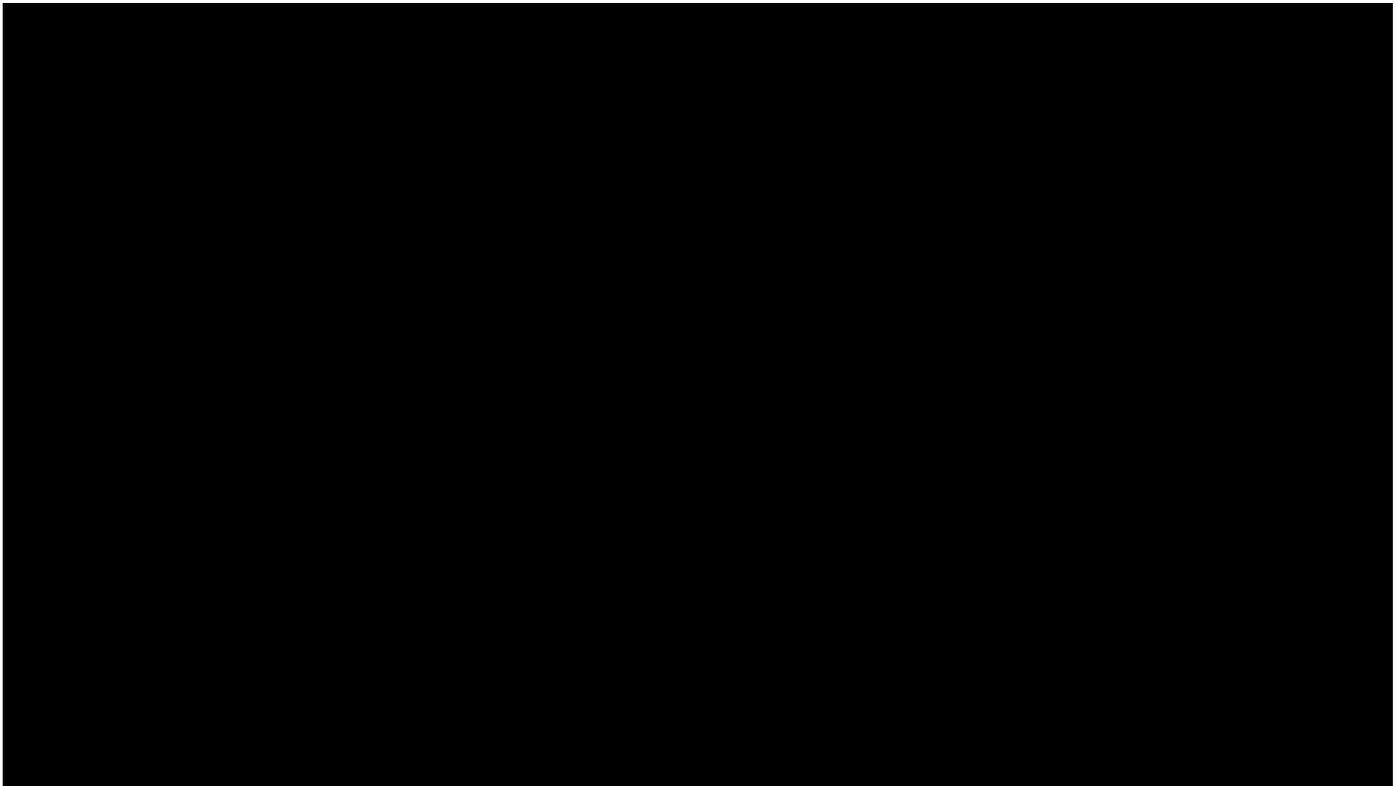


**#LVHNProud**  
A place to share the voice of colleagues

Did you see the video in which Colleague Ambassadors talk about what it means to them to wear the LVHN Badge? More than 12,000 people viewed the video on LVHN's Facebook page. Watch it and share it with the people in your social network. Remember to use #LVHNProud.

More than 25 Colleague Ambassadors participated in the video shoot. The stories they shared were so powerful, emotional and inspirational that we're creating a video featuring each Colleague Ambassador who participated.

In the first video, Erin Beers, RN, talks about why she's proud to care for patients fighting cancer.



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What to share your story? Do you have photos or videos of colleagues doing something that makes you #LVHNProud? [Submit it now.](#)

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# Watch as We Announce LVH–Pocono’s Membership in the MSK Cancer Alliance – VIDEO

BY [RICK MARTUSCELLI](#) · JUNE 7, 2018



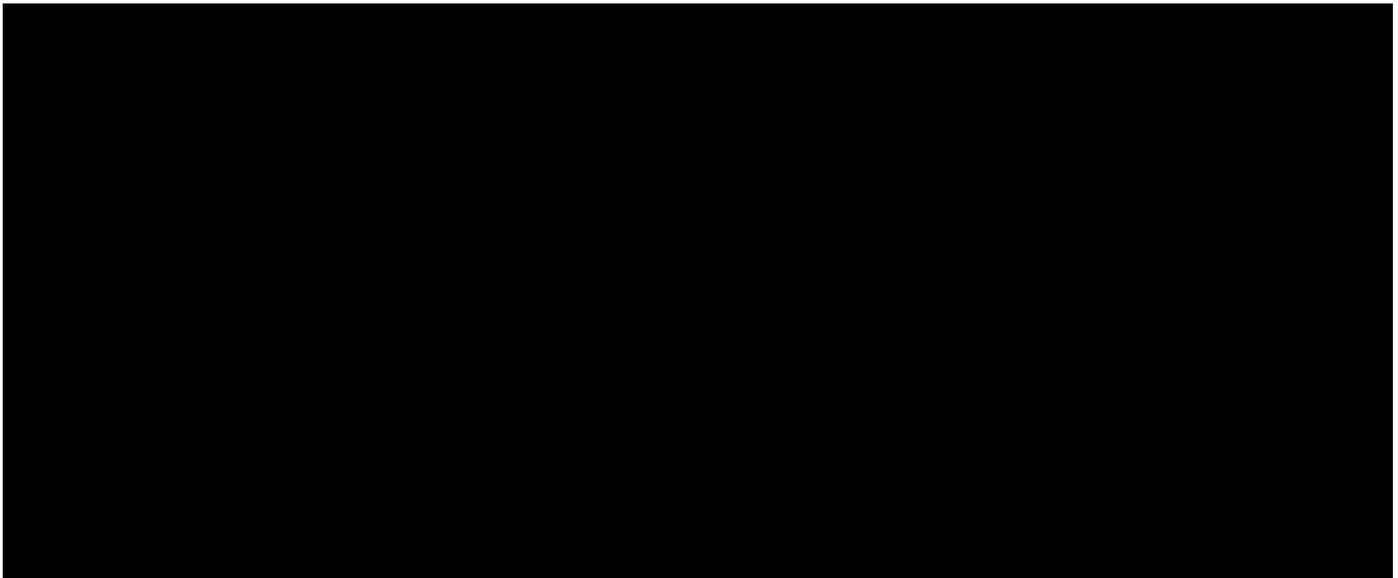
LVH–Pocono, Monroe County’s cancer care leader, is advancing the level of cancer care available to patients right in their community. During an 11 a.m. news conference, we announced that [Lehigh Valley Cancer Institute’s membership in the Memorial Sloan Kettering \(MSK\) Cancer Alliance is extending to Monroe County](#) at the Dale and Frances Hughes Cancer Center at LVH–Pocono. [Watch the news conference on LVHN’s Facebook page](#) (Note: this link may not work in Internet Explorer. For best results, open the Facebook live session in Google Chrome).

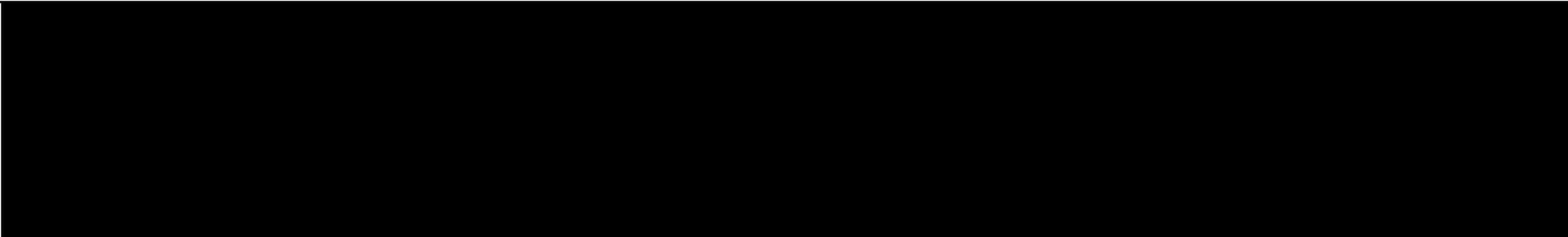
During the event, LVHN and MSK leaders explained how the Alliance will bring groundbreaking cancer care closer to where people live in Monroe County. “Bringing all that the MSK Cancer Alliance has to offer to the Hughes Cancer Center, which is the region’s first and leading cancer care facility, takes the care offered in this community to yet another level,” says LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP.



“The goal of the Alliance is to openly share knowledge and quickly integrate cancer care advances and cutting-edge clinical trials into the community setting so patients get the care they need when they need it most while staying close to home,” says David G. Pfister, MD, Associate Deputy Physician-in-Chief for Strategic Partnerships at MSK. “Lehigh Valley Cancer Institute has proven to be a tremendous collaborator within the Alliance, and it speaks volumes about their cancer program that we now celebrate its expansion to Lehigh Valley Hospital–Pocono. We know our ongoing collaboration will provide a lasting benefit to the Monroe County community.”

We’ll tell the people of the Poconos about our membership in the Alliance through a marketing campaign that includes [print ads](#) and [billboards](#). You can watch a video below that explains how the Alliance will help local patients.





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## More Exceptional Friends of Nursing Honorees

BY [JENN FISHER](#) · JUNE 8, 2018

*She teaches the art of nursing*



**Colleen Bolks**  
ED-CC

**Registered nurse Colleen Bolks'** warm and welcoming personality and ability to customize a nurse's learning experience in the emergency department (ED) exemplify the characteristics needed to receive the **Edward and Anne Davis Award for Excellence as a Nurse Preceptor**. As a nurse for six years, Bolks provides her interns with learning experiences that build their confidence in the ever-changing ED. Among her lessons to interns: You are never alone; take a moment to make sure the next step for patient care makes sense; and learn something from each patient interaction.

In her exemplar, Bolks summarizes her passion for helping nurses grow in their leadership role: "Nursing is not just a job, it is a lifelong dedication to the caring of others. I am thankful for the opportunity to work beside my interns and help them develop their own art of nursing."

*Professional resourcefulness helps meet mission trip challenges*



**Dana Zindell**

Perioperative Float Pool

Perioperative float pool nurse, **Dana Zindell, RN**, is recipient of the **Edward and Anne Davis Award for Excellence in Perioperative Nursing**. As a member of our perioperative float pool, Zindell must maintain proficient skills in all surgical specialties across seven sites. She offers formal lectures to our nursing interns and has gone on two medical mission trips – the first to Panama and most recently to Haiti where she assisted at our nursing partner hospital.

While in Haiti, rains caused excessive flooding which prevented staff from getting to the hospital. Zindell jumped right in, tending to machete wounds in the ED, and – due to no electricity – resourcefully used her cell phone flashlight to light-up wound margins for closure. She also served as the second circulating nurse on a C-section, communicating in hand signals because Zindell's interpreter was outside the room as he was not fond of blood!

***Demonstrating excellence in cardiovascular nursing***



**Marsha Kvacky**

Cardiovascular Recovery Holding Area – LVH–M

A patient recently wrote: “It was a scary event to experience but you attended to my every need with such love and compassion that you transformed my experience into a memorable and truly wonderful event.”

Imagine someone experiencing a cardiac catheterization calling it a “memorable and truly wonderful event!” But that is what a patient wrote in a thank you letter to **Marsha Kvacky, RN**, recipient of The **Award for Excellence in Cardiovascular Nursing**.

In addition to Kvacky’s compassion, this patient could have been referring her “little boxes of stuff” – a myriad of boxes in which she has such things as heart catheters, stents and valves, which she uses to teach her patients and families.

Kvacky is board-certified in cardiovascular nursing and recently completed a reference book for nurses on cardiac hemodynamic readings. She also is a member of the hospital-wide Professional Excellence Council, coordinates her unit’s DAISY Awards program, is involved in our Street Medicine program, and for several years chaired the Attic Treasures tent at our Muhlenberg Summer Festival.

This award honors the memory of cardiovascular nurse Donna Petrucelli, whose friends and colleagues donated this award.

***The power of “presence”***



**Kristina Rosario**

4K

The recipient of the **Medical-Surgical Nursing Award**, **Kristina Rosario, RN**, is actively involved in shared governance at the organizational and unit levels, precepts new registered nurses, serves as the liaison to the Pennsylvania State Nurses Association Young Nurse Professional group, and somehow finds time to volunteer support many network and community initiatives.

However, her patients relay that one of Rosario's best gifts is her ability to be ***truly present***. In a recent DAISY Award nomination, her patient wrote "she was so caring – in fact she actually told me that she is treating me like her own grandmother!"

Another of Rosario's patients hugged her on his discharge day and said "I appreciated you sitting with me last week when I was scared. It meant a lot to me that you took time just to be there."

In her personal exemplar Rosario wrote, "Sometimes between the many tasks of a nurse, it is easy to overlook the power of pulling up a chair and devoting yourself to just that person." Such wise words. This award is donated by Frances R. Worman, RN.

***Vivi's friend, Michele***



The story of **Michele Dzomic, RN**, recipient of the **M.G. Asnani, MD, Award for Excellence in Pediatric Nursing**, is best told by the mother of one of her patient's.

"I am the mom of Vivi, the lucky girl who got to have Michele as her sedation nurse. We have been coming to LVH for over 2 ½ years, every other week, for a procedure that will help save Vivi's life.

"I remember the first time we came on the pediatric unit, the first face we saw was that of a friendly, smiling nurse who immediately engaged Vivi in conversation – that was Michele. She and Vivi made an instant connection and the rest is history.

"Michele took the time to find out what Vivi likes and doesn't like and keeps the same routine. First, the tight noodle, then we tap the arm to 'wake it up.' She won't insert the needle until a special song is played on the iPad. Then Michele tells Vivi to 'smell the flowers and take a deep breath,' and in a blink of an eye, it's all over and there are no tears – quite the contrary – there are smiles and high fives!

"Vivi does not say she is going to the hospital for treatment; she says, 'I'm going to see my friend Michele.' Michele was also there for me when my load became too heavy to bear. She held my hand and put my worries to rest every single time. Michele saves the world one child at a time! I only hope one day she'll be recognized by the medical community and receive the standing ovation she so much deserves."

The award is donated by: The Michelle G. Asnani, MD, Endowment established by Mr. Gul Asnani,

***She advocates for patients' dignity and health***



**Maureen Bamert**  
Behavioral Health

In her personal exemplar, **Psychiatric Nursing Award** recipient, **Maureen Bamert**, RN, calls herself a “lifer in behavioral health” and describes how challenging care scenarios fuel her passion to work diligently for patients who do not have adequate support.

She detailed a particular patient with manic, aggressive and provocative behaviors. The anxiety on the floor was high; however, Bamert took leadership of the patient’s treatment plan and used a consistent, simple approach to reintegrate the patient back into the unit and ultimately be discharged to home – an unexpected outcome. She aspires to be “the competent, caring nurse that patients want to be assigned to and other staff want to work with.”

A recent independent practicum student nurse stated, “Maureen is the best role model of what an incredible psychiatric nurse should look like. I admire and am proud of her as she always advocates for our patients by protecting their health and dignity.” This award is given by the LVHN Department of Psychiatry.

## LVPG Practice of the Month: LVPG Physiatry – PHOTOS

BY [MARCIAANN ALBERT](#) · JUNE 5, 2018

LVPG Physiatry experienced an awe-inspiring transformation. This was the direct result of colleagues working collaboratively and consistently, while committing to clear, distinct practice goals. Colleagues at this unique specialty practice work in tandem with providers to promote patient function and improve quality of life.

As they identified areas of opportunity within the practice, such as the effect of leadership transitions and confusion about the role of a Patient Services Representative (PSR), team members were not sure how to begin making improvements. Enter Jonathan Davidson, Senior Project Manager, LVPG Operations, who served as LVPG Physiatry's Interim Practice Director for four months. Davidson's attention to detail and adaptive leadership style helped map out a course for practice progress and achievement. This built upon existing improvement efforts the practice was already undertaking.

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(L-r) Leigh-Anne Piechta, DO, Physician Assistant Megan Stefanelli, Kristin Varacalli, DO, Srivani

Davidson worked closely with Chief of the Division of Physiatry and Practice Lead [Jeffrey Radecki, MD](#), Medical Directors of Inpatient Rehabilitation Centers [Leigh-Anne Piechta, DO](#), and [Beth Stepanczuk, MD](#), newly appointed Site Manager John Hacker, and LVPG Administrator for the Musculoskeletal Division Jennifer Roeder to empower a team-based culture. They sought out feedback, utilized Lean methodologies and integrated clinical, clerical and provider perspectives into improvement and growth goals for fiscal year 2019.

Practice colleagues worked steadily to augment workflows, identify patients who had multiple specialty touchpoints (i.e. spine care, musculoskeletal disorders, rehabilitation), and improve patient access, satisfaction and coordination of care for sustained success.

Some key ways the practice improved patient access during this fiscal year include:

- Partnering with the Advanced Spine Center
- Properly utilizing visit types in Epic
- Inpatient and outpatient provider growth
- Adding support staff
- Clarifying and defining the PSR role
- Standardizing pre-visit planning

The outcome of their collective effort is reflective in their new patient data. In June 2017, the average days to see a new patient was 26.19 across physical medicine and rehabilitation (the specialty known as physiatry). In April 2018, the average days dropped to 16.4 days. This was an improvement of 37.4 percent.

Radecki is proud of LVPG Physiatry's continual transformation. He highlights not only this current practice, but LVPG Physiatry's continued effort for expansion and improvement. "This includes the addition of a pediatric physiatrist later this fall, our dedicated physiatry services – both inpatient and outpatient – throughout the LVHN continuum in Hazleton, Schuylkill and Pocono," Radecki says, "as well as our efforts to further expand outpatient services in spine and non-operative musculoskeletal/sports medicine, amputee care, spasticity management, and functional rehabilitation moving forward."

As a new leader in the practice, Hacker recognizes the passion behind improvement efforts and the great team that is in place. "Being new to this department and having outside eyes, I can really feel the passion that everyone has to deliver an excellent patient experience," he says. "With the challenge to improve access for our patients, the staff and providers have really come together to tackle this goal collectively."

For more information about [LVPG Physiatry](#), visit the practice's specialty profile on LVHN.org.

# Get 20 Percent Off LVHN T-shirts

BY [EMILY SHIFFER](#) · JUNE 6, 2018

Now you can shop for LVHN-branded apparel and merchandise at a discounted price in our gift shops and online. Each month, a new item will be featured.

June's item is an LVHN T-shirt. Regularly priced at \$13.99, they are now on sale in June for \$11.

There isn't a promo code – it's already reduced online and in stores.

To shop for this T-shirt and other LVHN items, visit the [LVHN Shop](#).



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# June Auxiliary Handbag Sale at LVH-Cedar Crest

BY [EMILY SHIFFER](#) · JUNE 6, 2018

Over the years, the Auxiliary of Lehigh Valley Hospital has supported the hospital by operating gift shops and conducting a variety of fund-raising events and activities. This month, the Auxiliary will host a handbag sale at LVH-Cedar Crest. Here are the details.

## **Handbag Sale**

June 12 and 13, 8 a.m.-4 p.m.

LVH-Cedar Crest, bottom of the steps in the Jaindl Pavilion

## ***The history of the Auxiliary of Lehigh Valley Hospital***

The Auxiliary of Lehigh Valley Hospital has roots that date back more than a century. Thirteen women formed the Auxiliary of Allentown hospital to raise money for the city's first hospital. Then they bought a plot of land at 17th and Chew streets in Allentown, and in 1899, they opened The Allentown Hospital. Today, the Auxiliary of Lehigh Valley Hospital supports two hospitals and is the only one in the nation to support three endowed chairs.



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