

## [Greg Munch Shares His #LVHNProud Story- VIDEO](#)

Watch the LVH-Pocono Security Services Supervisor's story.

## [Three DAISY Award Winners Announced](#)

Congratulate Melissa Moser, Amy Gust and Tara Nabozny.

## [Open Mike: A Designated Month](#)

Learn about June's 'Men's Health Awareness Month'.

## [Final Friends of Nursing Award Stories](#)

Meet the Friends of Nursing Award recipients.

## [See Colleagues' Father's Day Photo Submissions- VIDEO](#)

See why we are #LVHNProud of all fathers.

## [A Father Lives Thanks to ECMO- VIDEO](#)

Watch Clark Deardorff's amazing Father's Day story.

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## LVHN news

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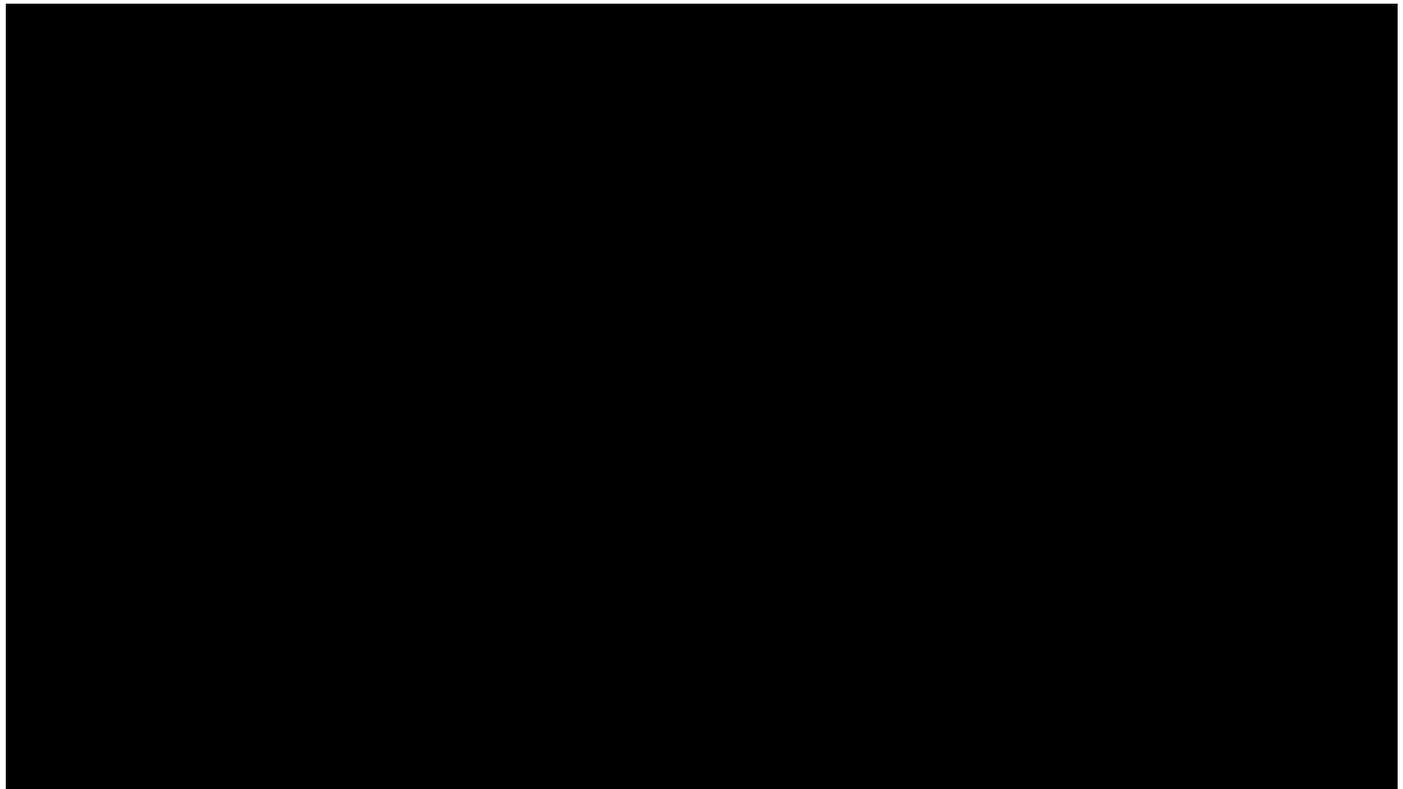
# To Greg Munch the Badge Represents Getting Things Done the Right Way – VIDEO

BY [RICK MARTUSCELLI](#) · JUNE 12, 2018

## #LVHNProud

A place to share the voice of colleagues

What does security have to do with quality patient care? A lot. You'll understand how they go hand-in-hand when you hear LVH–Pocono Security Services Supervisor Greg Munch tell a story that makes him #LVHNProud.



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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# Three Nurses Are Honored with DAISY Awards for January, February and March 2018

BY [JENN FISHER](#) · JUNE 13, 2018

## Three nurses are honored with DAISY Awards for January, February and March 2018

Every month, LVHN honors an individual nursing colleague with a DAISY Award, a highly coveted award that recognizes nurses who exhibit exceptional levels of care, compassion and professionalism. Read about our January 2018, February 2018 and March 2018 DAISY Award recipients who were nominated by people who admired and benefited from their caregiving.

### January 2018 DAISY Award Recipient



**Melissa Moser, RN**

Regional Heart Medical Center

LVH–Muhlenberg

**Nominated by:** Patient, patient's spouse and daughter

## **Nomination excerpts:**

### **From patient's spouse:**

"In early January, my husband was admitted – a very sick man. Just a few hours after going to his room, things went bad. Melissa (Moser) was very quick to respond. She got the rapid response team (RRT) immediately. I thank her deeply, for without her response to the situation I would have lost my husband forever. She is our angel – an outstanding RN with a big heart and exceptional knowledge. She has made a big impact on our lives. No words can describe how grateful I am."

### **From patient's daughter:**

"There is no award great enough to express my gratitude to Melissa for saving my father's life. She is a very attentive nurse. Without her quickness in responding to my father's lungs filling up with fluid and almost dying, there was a chance that he would not be here today. There was no hesitation – she came in and did what was necessary, all while being extremely calm. Thank you is not enough to say how much her saving my father's life meant to us. THANK YOU! She deserves more than an award because she is an amazing nurse!"

## **February 2018 DAISY Award Recipient**



**Amy Gust, BSN, RN**

LVH-Cedar Crest

**Nominated by:** Patient's spouse and patient's sister-in-law

**Nomination excerpts:**

**From patient's spouse:**

"My wife was to be induced in the labor and delivery unit with a high risk pregnancy. She has a very low tolerance for pain. Being in that unit for that amount of time, my wife had encountered many different care givers. One, Amy Gust, stood out of that crowd. Amy showed a no-nonsense side that my wife needed to hear but also had the most genuine compassion we have ever seen in any caregiver. To say that other nurses should be like her is a wish for an unattainable perfect world. Everyone is different. Because of this, people like Amy NEED to be encouraged, reinforced, acknowledged, and most of all, rewarded.

When we were discharged from the Mother/Baby unit, the nurse who walked us down was nice enough to help us stop at Labor & Delivery so that my wife and I could thank Amy. Amy found time in her busy day to come to the waiting room to see our baby and exchange some much needed hugs. Again, something not required of her but something she was more than happy to do for us."

**From patient's sister-in-law:**

"When my sister-in-law was admitted to Labor and Delivery, she didn't know what to expect since this was her first baby. Amy was one of her nurses and was so good with her. She offered my sister-in-law frequent updates on the baby. . She was compassionate, patient beyond belief and an attentive listener. She also added her good humor to the situation for the father and me. We really appreciated her in every way."

**March 2018 DAISY Award Recipient**



**Tara Nabozny, RN**

Neonatal Intensive Care Unit (NICU)

LVH–Cedar Crest

**Nominated by:** Parents of NICU patients

**Nomination excerpt:**

“We first had the pleasure of meeting Tara in the NICU when our twins were 8 days old. She was very welcoming and friendly towards us right away, answering the many questions we had in great detail. She help set up kangaroo care for our first time with our son and was our nurse for the entire weekend – and lucky for us on Monday as well. Our little lady was set to have surgery that Monday and it was nice to know she would have consistency with her care leading up to and following it.

When Monday rolled around she talked with us about how we were feeling and walked with us until we couldn't go any further for surgery. While we waited, she was so nice to try and keep our minds off of it and provided us with updates as soon as she got them. When she did come back, Tara's level of care for our daughter was kind and gentle. I knew from then on she was someone who I trusted without a doubt and it made it easier for me to leave even when I didn't want to.

Our girl was in the NICU 2 days shy of 4 months. Tara was quick to call back if she ever missed us when we called to check on our daughter. She was quick to provide input to the doctors because she followed us for so long and our daughter was as much hers as she was ours. She advocated for her in more ways than one! She was there for her when she had to have multiple surgeries and again walked

us right to the door and gave updates once she knew.

I have nothing but the utmost respect and can talk about how great Tara is for days. She is truly one of a kind and made an experience that was scary and unexpected more pleasant for all of us. We left there not only as friends with Tara but consider her part of our family and our journey! I hope everyone will recognize her level of commitment and dedication to her job that makes her special and truly one of a kind!"

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

Each month, Professional Excellence Council members who serve on the Collegial Recognition and Retention workgroup 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. We also now honor one team and two nurse leaders with DAISY awards yearly.. Learn more and [complete the short nomination form](#) or visit [LVHN.org/daisyaward](http://LVHN.org/daisyaward).

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

SE12a

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.

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# Open Mike: A Designated Month

BY [MIKE ROSSI](#) · JUNE 15, 2018



I am a bit slow plugging in the mic this month, so please forgive me. I'll call it "summer gaze." I can't stop staring out of the window (please don't tell my boss!). Spring showers have made the landscape so lush and green that it's almost impossible not to pause and soak in the view.

June holds many "unique" distinctions. To start, it's the month when school ends and summer vacations begin. Kids have a certain pep in their step as they saunter out of classrooms and into the bright sunlight. Ask any colleague what they remember about the beginning of summer and I guarantee you'll be there a while. When they talk, you can actually almost feel the warm breeze, hear lawnmowers hum, or taste your favorite ice cream.

Many of us daydream about upcoming PTO. We relish in the planning of staycations, daytrips, and time with loved ones. Taking time away is the perfect prescription for "recharging" one's battery and enhancing health and wellness.

Speaking of health, June is "Men's Health Awareness Month." It's also no coincidence that Father's Day is celebrated right there in the middle of the month. Shining a light on "vital" men's health initiatives within our communities and the populations we serve enhances our ability to assess trends, provide patient education opportunities, and offer preventative medicine strategies.

The LVPG Quality Metrics show our commitment to men's (and women's) health initiatives. From Annual Wellness Visits to Colorectal Cancer Screening, our collective effort raises the bar on accessible, high quality, patient-centered care. Our access initiatives have resulted in LVPG practices seeing over 100,000 more patients this fiscal year than we had budgeted!

Much like the quality care we deliver, summer is a "gift" we should cherish and with endless potential. Our collective efforts make us believe anything is possible and give us the ultimate reward – that personal satisfaction we feel as healthcare professionals when we make a difference in the health of the patients we serve.

So, take in some sun and fill your bucket of wellness. **YOU** are amazing. Everyday.

Mike



*Michael Rossi, MD*

**About me:** My name is Michael Rossi, MD, MBA, and I am the Chief Physician Executive for LVHN and President of LVPG. I came to LVPG 15 years ago as Chief of Cardiology for LVHN and Medical Director of our Regional Heart Center. I truly enjoyed caring for cardiac patients and getting to know them and their families. I am proud to be part of such a great organization. My passion is patient care. I view my current role as taking that passion for caring for an individual patient, to caring for our entire community. It is an honor to work with such an outstanding network of dedicated colleagues.

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## Final Friends of Nursing Award Stories

BY [JENN FISHER](#) · JUNE 14, 2018

We have shared stories about our Friends of Nursing (FON) award recipients since mid-May. This is our final week to salute FON colleagues who inspire each of us to provide our best to patients, families, our community and each other.

### ***Collaborative care team supports dialysis patient***



At several of our hospitals, LVHN presents a DAISY Award to a direct care registered nurse. Established by the DAISY Foundation, the award celebrates nurses who provide extraordinary, compassionate and skilled care every day.

Because our DAISY awards to individual direct care nurses have been so well received, LVHN partnered with the DAISY Foundation to give two new awards this year to Lehigh Valley-based nurses – a Team Award and a Nurse Leader Award.

As per the DAISY requirements, the Nurse Leader Award will be given twice per year, the [first one presented at the Medallion Lecture to Donald J. \(DJ\) Butz, director Neuroscience Intensive Care Unit,](#)

[LVH–Cedar Crest](#). He was nominated by Christina Merrell, RN. The Team Award will be given once per year and the inaugural presentation occurred at Friends of Nursing 2018.

As with all DAISY Awards, the team recipients are to be surprised at the time of the formal presentation. For the first DAISY Team Award, recipients **Jacqueline Millsap, RN, from dialysis, Drew Harrison, MD, Valley Kidney Specialists and staff from the Cancer Center Infusion Area – LVH–Muhlenberg**, had no idea they were going to be honored at the Friends of Nursing celebration.

The Team award recognizes collaboration between two or more caregivers, resulting in compassionate patient care – and indeed, compassionate, patient-centered care is so beautifully illustrated by this team’s story:

A patient was scheduled to come in as an outpatient the next day for a blood transfusion. The nurses remembered this patient from previous infusions and that venous access was very difficult. They also remembered this patient was a dialysis patient with a fistula.

They called a dialysis physician – Drew Harrison, MD – and obtained an order to administer the infusion via the dialysis fistula. Dialysis nurses willingly collaborated to access and de-access the fistula for infusion.

The best part was the patient’s reaction – when he was told the plan, he began weeping, stating, “I couldn’t sleep last night because of fear of multiple sticks. I even brought an overnight bag because I was sure I would be admitted.”

***Good judgement in face of difficult circumstances***



**Heather Adams**

Staffing

**The Legal Services/Risk Management Award for Exemplary Care and Professionalism in a Critical and Challenging Situation** recognizes superior clinical care and professionalism in the face of circumstances that could impact that care.

Let's set the stage with a quote very familiar to "Game of Thrones" fans: *"For the night is dark and full of terrors..."*

Although our weekend and night shift patient care supervisors do not face the challenge of white walkers and the living dead, they do face situations and problems that seem "bigger" when occurring in the darkness of night when most of the world is sleeping.

The challenges faced on these shifts require decisive action – tough yet compassionate. No one better exemplifies the ability to take such actions than supervisor **Heather Adams, RN**. Her critical thinking, tenacity in the face of adversity and optimism have impressed all our colleagues who take Risk Management's call.

Adams' consistent demonstration of grace under fire and good judgment are exemplary, preventing countless situations from becoming much more serious. Thank you to Glen Guanowsky for this award.

***Outstanding ambulatory patient satisfaction scores***



The Lehigh Valley Health Network Board of Trustees Patient Satisfaction Award for Ambulatory Services recognizes colleagues from an ambulatory care area who achieved the highest Press Ganey weighted score for calendar year 2017.

This year's recipients are **Breast Health Services at LVH–Cedar Crest, LVH–Muhlenberg and the Health Center at Trexlertown**. These teams earned patient satisfaction scores ranging from 96.72 through 96.98.

Thank you to members of our Board of Trustees for this award.

***Outstanding inpatient satisfaction scores***



**The Senior Management Patient Satisfaction Award for Inpatient Care** recognizes staff from an inpatient care unit who achieved the highest patient satisfaction nursing score for calendar year 2017.

Congratulations to our **Trauma Neuro Intensive Care Unit colleagues** for this impressive achievement.

**Save the date:** Friends of Nursing 2019 will take place on Thursday, May 2, 2019.

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## See Colleague #LVHNProud Father's Day Photo Submissions- VIDEO

BY [EMILY SHIFFER](#) · JUNE 15, 2018

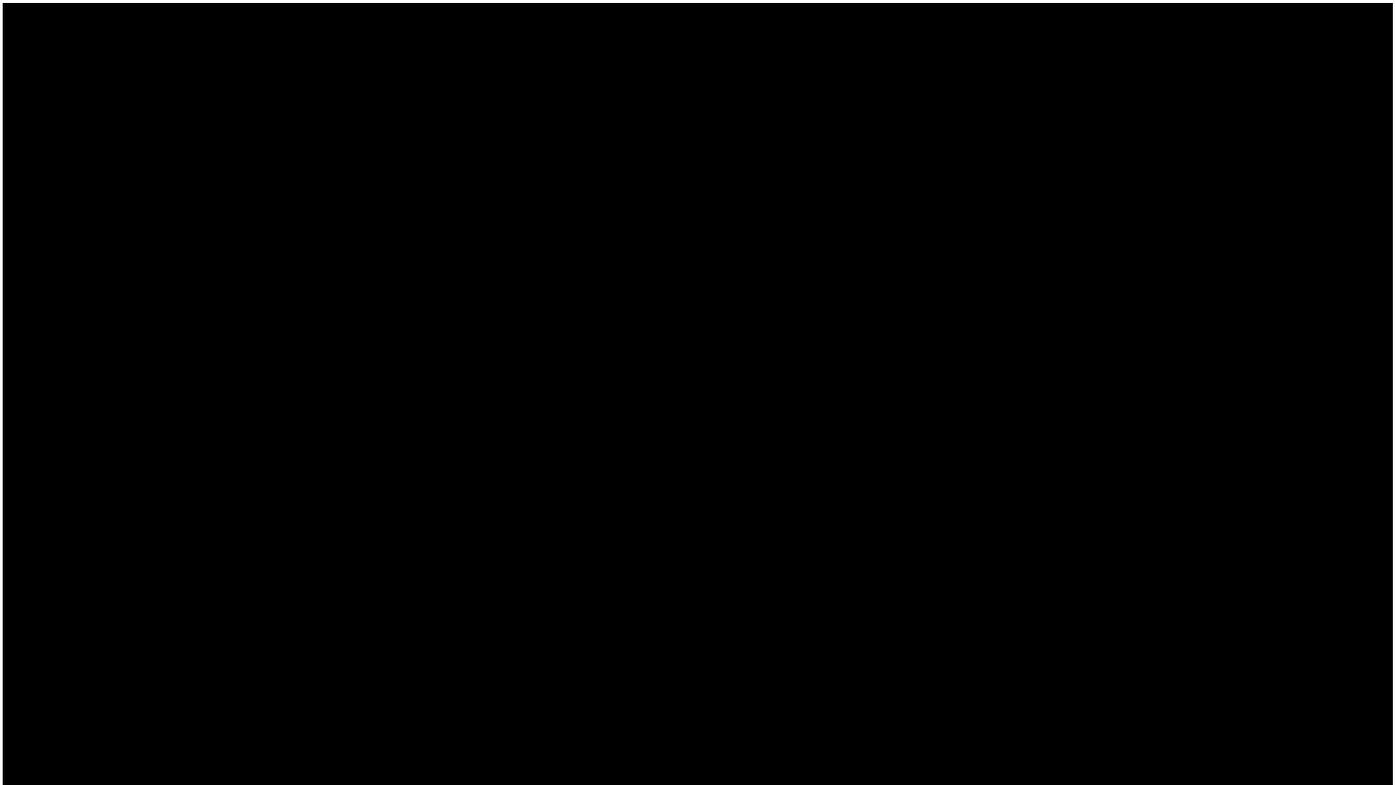
# #LVHNProud

A place to share the voice of colleagues

On Sunday, June 17, we will celebrate dad's for Father's Day.

This year, we asked LVHN colleagues to submit their favorite photos with their father figure or kids.

Watch the video below to see how colleagues are #LVHNProud of their dads on this holiday and everyday.



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## A Father's Day to Celebrate Thanks to ECMO- VIDEO

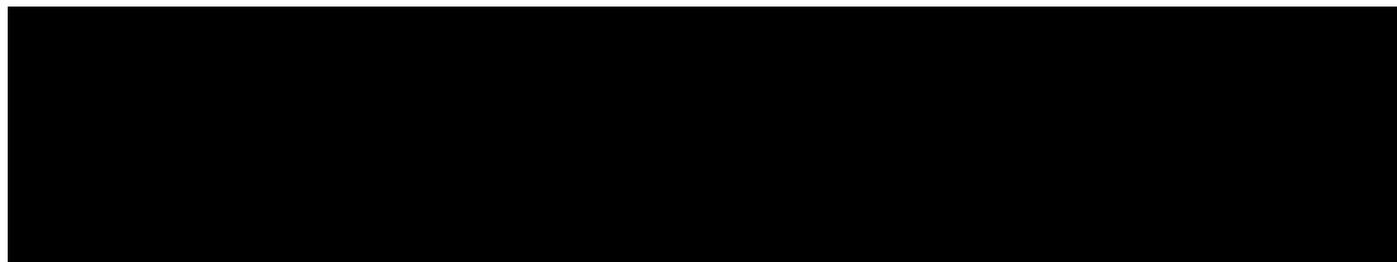
BY [JENN FISHER](#) · JUNE 15, 2018

*In June 2017, when an infection triggered a widespread sepsis attack, Clark Deardorff's life hung on drastic measures. But with help from Lehigh Valley Health Network (LVHN) doctors like [James Wu, MD](#), and nurses like [Lisa Forstburg, RN](#), he lived to see the baby his wife, Celeste, delivered during his hospitalization.*

Feeling unwell one evening in June 2017 didn't worry Clark Deardorff of Harleysville, Pa. "I thought I had a minor bug," Clark recalls. It didn't seem like the start of a life-and-death struggle that would change him and his growing family forever.

That view shifted the next afternoon. Sick at home, Clark called his wife, Celeste, at Merck, where they worked. "He thought he needed a hospital," Celeste says. She found him grayish and delirious, and brought him to a local emergency room. "I felt he just needed some fluids and antibiotics," Celeste says. Even when clinicians sent Clark by ambulance for more advanced care at [Lehigh Valley Hospital \(LVH\)–Cedar Crest](#), "I wasn't panicking," Celeste says. Pregnant with a daughter due at month's end and caring for their then-8-year-old son, Ares, she had plenty to think about and didn't want to be unduly alarmed.

At LVH–Cedar Crest, Celeste learned Clark had a shoulder infection that doctors needed to surgically clear. She expected the procedure to take 30 minutes. Several hours passed. When a chaplain and two doctors finally approached her, she knew something was terribly wrong.



## Support for the heart

During surgery, Clark had gone into cardiac arrest twice. Infection had entered his bloodstream, where bacteria triggered sepsis, a life-threatening condition that can cause organ failure and tissue death. “He was very sick,” says cardiothoracic surgeon [James Wu, MD](#), with [LVPG Cardiac and Thoracic Surgery](#).

Clark was put on VA ECMO – venous arterial extracorporeal membrane oxygenation at the recommendation of cardiothoracic surgeon Theodore Phillips, MD. “This technology drains blood from the heart, oxygenates it and pumps it back to the arterial system so it can supply major organs,” Wu says. Mechanically supporting Clark’s heart was critical to recovery. “His heart function was so poor that if we had waited any longer he would have died from heart failure before he died of sepsis,” Wu says.

It was June 17, Father’s Day. Whether the unconscious Clark would live to see his soon-to-be-born daughter was in doubt.

## In the balance

“I knew I was going to have to deliver the baby without Clark,” Celeste says. With help from open-heart unit nurse Lisa Forstburg, RN, Celeste rescheduled C-section delivery at LVH–Cedar Crest. “Lisa went out of her way to give me a tour of the facilities,” Celeste says. “To say the nursing staff helped us a lot is an understatement. They catered to our needs, and Lisa played a huge part.”

Forstburg felt equally impressed with Celeste. “I can’t imagine trying to be excited about having a newborn while your husband is clinging to life a few floors below you,” Forstburg says. “But she had zero intention of ever leaving Clark behind.”

Clark’s infection was destroying blood vessels and tissues in his extremities, and threatened to spread further. While preparing for childbirth, Celeste and family members who had rallied to their sides weighed grueling decisions about how – or whether – Clark would live if he lost limbs. “We had to move quickly,” Forstburg says. “The conversation was, ‘It’s not really a choice if he’s to survive.’ Celeste was adamant from day one that Clark could deal with whatever we needed to do to save his life.”

On June 28, Ava Jordan – names big brother Ares chose – was born. The same week, Clark’s legs were amputated.

While Clark Deardorff fought for his life after developing a relentless sepsis infection, his wife Celeste, who was expecting their daughter, was quickly approaching the baby’s due date. “I knew I was going to have to deliver the baby without Clark,” Celeste says. Originally, the birth was planned at a hospital near their Harleysville, Pa., home, but plans had to change. With help from registered nurse Lisa Forstburg, RN, Celeste toured [LVHN mother-baby unit facilities](#) and rescheduled C-section delivery to [LVH–Cedar Crest](#).

On June 28, the couple’s daughter, Ava Jordan, was born. The same week, Clark’s legs were amputated.

### **Limbs for a life**

Clark’s heart stabilized on extracorporeal membrane oxygenation (ECMO) so he was moved to LVHN’s Regional Burn Center for complex wound care. But infection still attacked his arms, requiring a second round of agonizing decisions. “Following leg amputation, we needed to amputate Clark’s arms to save his life,” says Burn Center medical director [Daniel Lozano, MD](#). “I frankly thought he had a 1 or 2 percent chance of making it through surgery.”

“I tried to envision him with Ava and our older son, Ares, years from now and us retired, enjoying life,” Celeste says. “I believe in the power of positive thinking. And Clark is a fighter.”

Lozano also proceeded with hope. “We worked hard to salvage at least one upper extremity below the elbow,” he says. “That would give him a more functional prosthetic later.”

Living in LVHN’s family lodging, [Hackerman-Patz House](#), Celeste felt heartbroken watching 8-year-old Ares cope. She explained that to save daddy, they needed to take his arms and legs, but he would get robotic ones. “Like Iron Man?” Ares asked. “Yes, just like Iron Man,” she replied. “Well,” Ares said, “he will be Iron Daddy then.”

### **Remarkable survivor**

Despite additional complications like kidney failure, pneumonia and multiple reconstruction surgeries, Clark somehow pulled through. “The most remarkable part is that he emerged the funny, positive person he was before,” Forstburg says. “He far surpassed expectations.”

In September, Clark left LVH–Cedar Crest for rehabilitation and a new life with prosthetic limbs. “I’m perfectly fine with the decisions that were made,” he says. “I want to be here to see my children grow up.” With perseverance, patience, creativity and support from family, neighbors and community, Clark is active like before – coaching Ares in basketball and baseball, going to movies and restaurants, helping in the community and spending time with baby Ava.

“I don’t really care that he’s like this,” Ares says, “as long as he’s alive.”