

CHECKUP

Volume 3, No. 24 Feb. 22, 1991

Recycling Plans Await Special Equipment

Two specialized pieces of machinery are about all that's holding off hospital participation in paper and cardboard recycling at both sites.

Owen Grady, Materials Management, said the hospital is awaiting the installation of a compactor at LVHC site and a baler at TAH site before full-scale recycling can begin. Targeted are office paper and cardboard, which will be handled differently at each site.

At TAH site, which is in the City of Allentown, cardboard and office paper will be separated and baled. Physical plant limitations preclude installation of a compactor there.

At LVHC site, located in Salisbury Township, cardboard and paper can be mixed and will be compacted.

No firm date is yet available when recycling of paper products will begin.

In the meantime, tin and glass from the kitchen at TAH site is to be recycled as a condition of the food license the hospital has with the City of Allentown.

On a particularly bright note, the two hospital sites have to date dropped nearly 78,000 aluminum cans into recycling bins in a project involving area fire departments and the Burn Prevention Foundation.

Jean Hertzog, of the foundation, says nearly 2,800 pounds of cans have played an important role in a million-can drive to finance a specialized 28-foot trailer for use at area schools.

The trailer has all the features of a

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'Celebration' At Macy's: It's Ticket Time

The annual "Cause for Celebration" at Macy's Lehigh Valley will be held April 30 this year and will again benefit Friends of Nursing and Hospice, as well as a number of other civic and charitable causes.

A \$5 donation secures admission to the store for the special one-day event, a variety of discounts and participation in drawings. In addition, the \$5 ticket price and \$3 for every ticketholder attending is donated to specified charities. Those charities bringing in the most ticketholders can win another \$5,000 donation from Macy's.

Order forms are included in this edition of *CheckUp* and will also be available in gift shops at both hospital sites.

For the past two years, Friends of Nursing and Hospice have won major donation prizes from Macy's for both causes.

Vim & Vigor Gives \$10,000 Award To Hospital Edition

For an unprecedented third consecutive year, the HEI/TAH—LVHC edition of *Vim & Vigor* has been awarded the prestigious \$10,000 cash prize for documentation proving the best "Return on Investment".

Our edition received six awards at the annual national competition sponsored by the publisher. This makes it the most recognized and honored edition in the history of *Vim & Vigor*.

The cash prize was presented in recognition of an extensive tracking report which provided both qualitative and quantitative evidence of the magazine's two-to-one "return on investment." The report documents the ability of the Communications Department to save and/or reduce other costs, as well as attract new patients, through publication of *Vim & Vigor*. The \$10,000 award is in the form of a credit, applied to reduce production costs of *Vim & Vigor*.

Our edition also received the award for the best use of the magazine to build and support strong physician relations. Examples from our edition were compiled into a guidebook that was distributed to other *Vim*

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The Allentown
Hospital—
Lehigh Valley
Hospital Center

A HealthEast Hospital

Fling's The Thing To Salute Spring

A sure harbinger of a change of seasons is the annual announcement of ticket sales for the Spring Fling, planned for April 19 at the Holiday Inn Conference Center.

A total of 800 tickets will go on sale April 1 through April 12 on a first-come, first-served basis. The price is \$12 per person. Ticket sales will be between 7 and 8 a.m. and 2:30 to 3:30 p.m. Mondays and Fridays in the Anderson wing lobby at LVHC site and the main lobby at TAH site.

Bloodmobile States LVHC Site Visit

A bloodmobile from Miller Memorial Blood Center is scheduled to visit LVHC site on March 20 from 9 a.m. to noon. Blood donations will be taken in Classrooms 2 and 3 at the site.

Support Group Organization Continues

The Concern Sharing Forum, organized by employees at TAH—LVHC, continues to develop programs to help those with relatives serving in the Persian Gulf to interact with one another and identify areas where support is needed.

The next meetings of the group will be held Feb. 26 and March 5 from 7 to 8 p.m. at two locations, says Joan Collette, RN, one of the organizers. Meetings

CheckUp is a biweekly publication of the Communications Department of HealthEast / The Allentown Hospital—Lehigh Valley Hospital Center. To submit an article or for additional information, call ext. 7916.

Our Quality Policy

Our commitment is to quality in everything we do. This can only be achieved if we provide services that conform to clearly understood requirements. We are dedicated to continuous improvement in our work processes. Our approach is based on "Prevention" and the concept of "Do it right the first time."

*Equal Opportunity Employer
M/F/H/V*

Congratulations!

Paula Taglieri, RN, critical care float pool (LVHC), became engaged to Larry Riola. The couple plans a June wedding.

Nancy Buckner, RN, 6C (LVHC), and her husband, Derek, became the parents of a daughter, Isabel Monroe, on Jan. 3.

Kathie McGonigal, RN, 6C (LVHC), and her husband, Joe, became the parents of a son, Paul William, born Jan. 27.

Jennifer Schmoyer, a phlebotomist in the Outpatient Lab, and her husband, Clarence, became the parents of a son, Ryan Alan, on Jan. 17. He weighed in at 6 lbs., 9 oz., and was 21 inches long, and was born in the Cetronia Ambulance 90 minutes after Mrs. Schmoyer left work for the day.

Holly Erdley, Dietary Services (TAH), was married Feb. 2 to Airman Daniel Robert Bendig, currently stationed in Millington, Tenn.

Marlene Butz, physical therapy assistant, Outpatient Rehab Services, gave birth to a son, Kyle Michael Butz, on Feb. 1 at TAH site. He was 19 inches long and weighed 6 lbs., 2-1/2 oz.

Congratulations! welcomes news of employee weddings, engagements and births of dependents. Send information to Communications, 50 College Drive. Be sure to include your daytime telephone number.

FON Awards Due

Nominations for annual awards given by Friends of Nursing (FON) are due March 1, says Elisabeth Williamson, RN, director of FON.

Packets describing the various awards were distributed to all units, and eligibility extends to nurses, unit clerks, LPNs and nursing assistants. Nominations may be made by individuals or groups.

The next step is a formal selection process with heavy staff involvement. Award winners are recognized during Nurse's Week in May.

Recycling Program Progresses

Continued from Page One

home and will be used to teach fire safety to children. It can be used to illustrate all the common hazards, as well as simulate fire conditions to teach escape techniques.

Some 14 area school districts are joining a number of companies in the region in the massive drive, with area fire departments serving as collection points. City of Allentown and Salisbury departments collect hospital cans.

Hertzog said Alcoa is not only providing all the materials for the drive, but is paying four cents a pound over the going rate for cans.

On the monitoring of waste, Grady says trash continues to be closely inspected to ensure there is no co-mingling of infectious waste with ordinary garbage. Employees are "doing a good job" in keeping red- and white-bag trash separate, and he urges continued conscientious attention to the task.

Cardiology: Still One Patient At A Time

It's 4 a.m. and Jane Doe is assisted into Emergency by a worried-looking husband. Since 9 p.m. the night before she's had constrictive chest pain and her left arm is in agony. At first, she thought it was just another bout of indigestion she'd been troubled with. As the night wore on, though, Jane Doe finally got to the point where she could no longer assume she'd get better.

Emergency personnel see it all too often, but waste no time. Jane Doe is given an EKG, learns she is having a heart attack, and efforts begin to stabilize her condition. She has taken the first step on a complex excursion through multiple departments and units in which traditional departmental lines have been thrown out and the team resources to care for the patient are established.

The technology to help Jane Doe was, not very long ago, beyond the wildest dreams of anyone involved in coronary care. Some of it was on display recently, just outside LVHC site auditorium, on tables staffed by personnel from Cardiac Catheterization Lab.

Jane Doe enters the process diagnosed as DRG 140, angina, in one of the Acute Coronary Units at each site. The task there is to stabilize the patient while the next steps are planned by physicians and staff. There are lab tests, and EKGs, IVs and monitors, with help from Respiratory — and then comes a trip to the Heart Station.

Because of the sheer volume of patients — TAH—LVHC is among the busiest cardiac care hospitals in the nation — high levels of specialization are feasible. But despite the intricate little tubes with grain-of-wheat sized balloons on the end, education has become a major weapon in the war against heart disease.

For most patients, the stress laboratory in the Heart Station can be one of the most frightening parts of the stay, says Tina Brinton, administrator of Cardiovascular Services. The idea is to put enough stress on the heart to create the same symptoms that brought the patient to the hospital in the first place. When the stress testing is coupled with the radioactive isotopes from Nuclear Medicine, the natural fears are intensified. Additionally, a consent form warns that death is possible during such testing.

It calls for very special nursing skills to help keep this anxiety under control. Brinton points out that cardiac care nurses are far from identical in style. As Jane Doe makes her way through the system, the precise interpretations of assessment, education and coordination of activities will shift and demand varying skills and style not only for the benefit of the patient, but relatives as well.

Because the specialty of cardiac care can be broken down into subdivisions of skills, departmentalization is the result. Yet the focus remains on a continuum of care for the individual patient, and that has resulted in the organization of a "strategic service unit" (SSU), which breaks down the traditional department barriers and replaces them with a team approach.

Jane Doe has learned she is suffering from what is traditionally considered "a man's disease," but in fact is equally threatening to women. Her DRG changes when she pays her first visit to the Cardiac Cath Lab where a whole new team of technicians and nurses will take a close look at the damage that Jane's done to her cardiovascular system over the past 40 years.

In the meantime, Jane may have been a guest at the short stay unit, or PCCU, or ACU depending on her exact condition. But not for much longer; Jane Doe will have double bypass surgery and now has many questions and concerns, as well as having a battery of preoperative tests and education.

When she wakes up, she will have been moved to the Open Heart Unit, and for her

family, it will be a particularly anxious time. Bypass surgery may be relatively routine to skilled Operating Room crews, but it's still heart surgery, and in the minds of Jane's family, it is frightening. They, too, need special care and attention.

Each patient's exact condition is unique, not just in the medical sense. An important part of the team approach is to reduce levels of anxiety. That takes "people skills," which are subject to continual improvement in the SSU approach to quality care.

Post-operative heart patients do not look pretty, and even though the direction of nursing and technical care has shifted from diagnostic to recovery, OHU nurses must also reassure

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But It's A Man's Disease...

When Tina Brinton, administrator, Cardiac Services, was asked to create a hypothetical patient to illustrate the course of care, she disregarded the stereotyped male heart patient and chose a woman instead.

"Jane Doe" is described as being in post-menopause years when, for reasons still not entirely clear, she becomes a very high heart disease risk. "She's probably an excellent wife and mother," but also works as a secretary. Between homemaking and office work, Jane Doe is under a lot of stress, and as a secretary "she doesn't have a lot of control." That aggravates the situation. Because she's a dedicated wife and mother, she's also probably a fairly good cook and as a consequence "is perhaps just a little plump," says Brinton. She will be the first to insist that family members see a physician, but she'll tough it out.

What she toughs out is a persistent constrictive chest pain that might just be indigestion. It'll get to a point where it's very uncomfortable and something is clearly wrong — but a good mom and disciplined worker to the end, she will dawdle for six to eight hours, twice that of men, before she enters the emergency room.

Mrs. Doe is dying from "a man's disease".

The Hotline

Breaks for Smokers, Attendance Awards, Credit Union Checking...And The Tunnel

Why can smokers on nightshift take two half-hour breaks while others are left behind to answer phones and call lights and get only a 15-minute break? This is unjust. Reports have been made, but nothing has been done about it.

The hospital's policy for break periods is as follows: every employee is entitled to one 15-minute break per eight hours of work. These breaks are scheduled and adhered to by the appropriate department head and/or supervisor at his or her discretion. Therefore, if the policy is not adhered to, you should contact your manager/supervisor. If the issue is still not resolved, you should address your concern to the next level of management.

I'm calling from LVHC site. Why does TAH site have an attendance award of a \$100 savings bond while LVHC site does not?

The hospital is looking into extending this award throughout HEI/TAH—LVHC or implementing some other form of recognition for attendance.

Why hasn't the Credit Union gotten a checking system yet?

The Credit Union's main objective is to ensure quality service for members. Last July, it brought in new management that resulted in identifying certain priorities that need to be addressed. When

these priorities have been addressed, we will begin looking into different checking programs. The Credit Union's Board of Directors and staff want to make sure the selected program will best suit the needs of our members.

This is a suggestion regarding the shuttle. Wouldn't it make sense to have the shuttle run at quarter before and quarter after the hour since most meetings are held on the hour?

Shuttle service is currently possible because the clinical laboratory has a courier system to transport specimens between the two laboratory sites.

Because of the continuous operation of the laboratory, as well as the availability of personnel to transport the specimens, it is currently not practical to adjust the departure times. However, the laboratory has been investigating the possibility of transferring shuttle operation to another department and a consideration of this change would be the adjustment of departure times to quarter before and quarter after the hour.

Meanwhile, an obvious solution to this problem is to schedule meetings to start at quarter past and quarter to the hour.

Have a question you'd like to see answered? Call The Hotline, ext. 2999, anytime and leave your inquiry. Please indicate your site; it can help in getting an accurate answer.

Cardiology...

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anxious husbands.

As Mrs. Doe continues to improve, the nature of care adjusts. From Open Heart to Transitional Open Heart, there's a fresh burst of activity with nurses actively involved. Education begins about lifestyle changes, and rehabilitation efforts get under way. Nurses still keep tabs on the medical condition of a patient, but also have the role of support and counsel.

Progress continues and Mrs. Doe joins the staff on 4C, where discharge planning begins in earnest. There will be many questions and much education here for about a week.

Yet, says Brinton, only the first phase of recovery has been completed. From start to finish, it averages 14 days, and there are more male patients than women. Brinton wonders how many other patients never got to the hospital in the first place.

The next is outpatient cardiac rehabilitation — 36 monitored visits over a dozen weeks to regain strength and learn how to avoid a return visit. It's followed by a third phase, rehabilitation on one's own.

It's impossible to say it's National Cardiovascular Week, and here's a typical nurse, technician or therapist. Mrs. Doe has seen many faces and learned many names on a complicated path through a system of care that has given her a new lease on life, a second chance.

As each patient departs, questions remain. What could be done better? Educate the public about lifestyles that reduce risks of heart disease. Educate the public about getting to the hospital quicker, preventing damage to heart muscle. Learn how to reduce the stress and anxiety that goes with a particularly frightening DRG.

Heart disease remains prominent in the public eye. Brinton believes there's a long way to go — if only because of the dietary and exercise habits of children today. Equipment and technology can only go so far; the rest is up to the wide range of talents and personalities known simply as "Cardiovascular Services."

MedEvac Restocks Sweatshirt Supply

A fresh supply of sweatshirts is now available in the MedEvac office, along with a hat featuring a new design.

Adult pullover sweats are \$13 for sizes small, medium, large and extra large, and \$14 for extra extra large. Adult hooded sweatshirts are \$15; no double-x size is available. Children's sweatshirts are \$14.

The new hats are \$5 each, and there continues to be a supply of tee-shirts for \$8 in a variety of sizes.

Proceeds from the sales are used to offset educational costs of the flight crews in MedEvac, and those interested in adding to their collection of MedEvac sportswear can do so simply by visiting the MedEvac office.

Security Tightens In Pediatrics, OB

A set of sweeping changes affecting access to Pediatrics and the obstetrics units will take place on March 4 at TAH site.

Tightened security for the two areas has been under study for some time while workable plans were developed for the third and fifth floor units, currently accessible through a variety of doors and elevators.

The two floors will be locked off through numbered keypads, with combinations allowed only to unit personnel and medical staff appropriate for the units. Access to the units will be by the center court elevators — numbers 8 and 9 — only and any and all visitors must first obtain a pass from a security office in the hospital lobby. Once they arrive on the unit, they will be checked at the nurses station.

The doors can be instantly unlocked and opened in event of a code or fire, notes Bonnie Smith, administrator of Women, Infant and Children's Services. She emphasizes that access is restricted to only those personnel actually working on the units. "If we opened it up to everyone who thinks they have a need, we

may as well not do it in the first place," she says.

Hospital employees who are regularly on the units — SPD and Pharmacy, for example, may use center court elevators but will be checked at the nurses station on the units.

Parents of patients on the units will



Pediatrics: A Beary Nice Place for Children



have identification cards to allow access.

Jerry Kresge, director of Security, said that his staff will be patrolling both units and "will be assertive" in challenging all unit visitors.

He adds that the keypad access will be audited and any breach of security that results from employees or medical staff sharing the combination will result in an immediate change in the combination.

Finally, he says the plan as organized will be subject to fine tuning as required to make it workable and effective in the continuing efforts to protect patients.

Cafeteria Comments: Now About The Muffins...

March specials in the cafeterias will focus on St. Patrick's Day and an Easter Bake Sale, details of which will be posted.

It's also National Nutrition Month, and while the dietary staff will be more than pleased to sell pastry, they remind you to eat your vegetables and fruit.

With an eye toward finding out what's on the minds of customers, Food Service recently installed suggestion and comment boxes at each site. Employees wasted no time in filling out cards.

A sampling from LVHC site:

A.M. Breakfast — Not enough cashiers. Why can't breakfast be left out later than 9:30?

Lines occur at peak serving times, and there is a supervisor available to act as a cashier as needed. Breakfast must close at 9:30 to allow sufficient time for

CheckUp

lunch set-up. Cold breakfast items (bagels, muffins, doughnuts, cereal) are still available in the "take-out" cold food section.

Leave hot food out longer and lower prices — too high for not-for-profit.

Because of the many requests, hot food will be available until 2 p.m. In regard to prices, all menu items are priced at a set food cost with a 20 percent employee discount to break even. The price schedule is to cover actual cost, not make a profit.

And from TAH site:

Slow cash registers, not enough lines.

New electrical power installation will create four lines instead of two, and new cash registers are proposed for the 1991 budget. In the meantime, you can

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speed service for all by having your ID badge visible, your money ready, and assist with placing items on the scales.

Water and ice dispensers operate much too slowly.

A new soda machine has been purchased and should be installed soon. It will offer soda, ice and water.

Takeout containers are of poor quality. The old ones were better.

The new containers were bought as a result of a lot of customer complaints with the old ones, and with ecology in mind. They are the same as used at LVHC site.

Other comments have increased orders for cranberry and blueberry muffins and decreased the ratio of bran muffins, supported white pizza at LVHC site, and touched off a search for alternative brands of decaffeinated coffee.

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Members of QES Class 11 include (standing, from left), Margaret Dorney, Anesthesia; Frank Deeney, General Services; Daniel Anderson, Engineering; Douglas Helfrich, Information Services; Mark Hoffman, HLA Laboratory; Susan Steward, RN, NEPE&R; William Tunke, Occupational Therapy; Shirley Wagner, RN, ICU; Norman Weaver, Central Processing and Distribution; and Ruth Davis, instructor. Seated, from left, are

Donald Jones, RN, GICU-W; Joann Kelly, RN, 7C (LVHC); Carl Kent, Materials Management; Norman Manley, Perfusion; Keith Strawn, Human Resources; Pam Repetz, RN, Nursing Administration; Greg Ruch, Food Services; John Schwab, RN, TCU and Scott Stahlnecker, Materials Management. Not pictured are Bruce Curry, MHIMR; Geoffrey Mehl, Communications; and Brenda Miller Reeser, RN, SSU.

Credit Union

Nothing tops a great vacation, and nothing takes the edge off when those credit card charges start rolling in a month after the memorable trip.

Instead of paying interest, why not get some instead?

Now's the time to plan ahead painlessly by arranging for a payroll deduction plan that fits your budget to build a vacation club account for 1992. Your credit union will help you get started in May — and reward you with 5.5 percent interest at maturity. Call or stop in for details, and make '92 your best vacation ever.

Interest Rates

New Cars	10.4%3 years, 5 percent down
New Cars	10.9%4 years, 10 percent down
New Cars	11.4%5 years, 20 percent down
Used Cars	12.3%3 years maximum
Personal	12.9%25 percent of shares
Personal	13.9%10 percent of shares

Business Hours

LVHC Site — Mondays, 9 a.m. to 1 p.m.; Tuesdays, 8 a.m. to 2 p.m.; Wednesdays and Fridays, 7:30 a.m. to 4:30 p.m.; Thursdays, 3 to 7 p.m. **Phone: 776-8405.**
TAH Site — Mondays, 9 a.m. to 1 p.m.; Tuesdays, 9 a.m. to 2 p.m.; Wednesdays and Fridays, 12:30 p.m. to 4:30 p.m.; Thursdays, 1 to 5 p.m. **Phone: 778-9499.**

Making The Rounds

Bonnie Kosman, RN, BSN, CDE, a diabetes nurse educator at LVHC site, has been selected to *Who's Who in American Nursing* for 1991. She is also one of 15 diabetes educators nationwide selected for Lifescans Diabetes Educators Advisory Panel.

The Rev. Richard A. Myles has been appointed to be on the Arthritis and Rheumatism Society of the Lehigh Valley board of directors. He is a volunteer chaplain at TAH site and recently became a mental health technician in the Psychiatric Unit.

Carl Marci, a former volunteer occupational therapy worker at TAH site, was one of 32 college students nationwide to be named a 1991 Rhodes scholar. He is a pre-med student at Columbia University and plans a career as a public health policy maker. According to university officials, his interest in public health began with his work at the hospital.

Making The Rounds welcomes contributions from employees about professional achievement.

Vim & Vigor Award...

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& Vigor licensees across the country.

Other awards were presented to the Communications Department in the following categories: Best Use of Bind-In Envelope, Best Readership Survey, Best Use of Calendar Section, and Best Use of Local Department: "Healthier You."

Vim & Vigor is the nation's third largest healthcare magazine. Currently, there are 22 editions distributed by licensees across the United States. HEI/TAH—LVHC is the licensee for the Eastern Pennsylvania Edition. Susan M. Schantz, director of editorial services for Communications, is the regional editor.

Educational Opportunities

HRD Seminars

Fee is usually waived for staff affiliated with HEI / TAH—LVHC and registration is with Human Resource Development.

Infectious Diseases — The second annual symposium on infectious diseases will be held on March 9 from 9 a.m. to 12:30 p.m. at LVHC site auditorium. Faculty includes Ellis S. Caplan, MD, of University of Maryland Medical Systems; William J. Holloway, MD, of the Medical Center of Delaware, and Luther V. Rhodes III, MD, chief, Infectious Diseases, TAH—LVHC.

Hepatitis Update — The second annual digestive sciences symposium at LVHC site auditorium will focus on hepatitis. The program is on March 23 from 8 a.m. to 12:30 p.m. Faculty includes Ronald Domen, MD, Miller Memorial Blood Center; Lawrence Friedman, MD, Santiago Munoz, MD, and Paul Martin, MD, all of Jefferson Medical College, Philadelphia; Carl F. D'Angelo, MD, Herbert L. Hyman, MD; James Reed, PhD, and Luther Rhodes III, MD, all of TAH—LVHC.

Assessment and Intervention Strategies for Normal and At-Risk Infants and Young Children, featuring T. Berry Brazelton, MD, is a day-long seminar beginning at 7:45 a.m. on April 11. Other faculty include Stanley K. Turecki, MD, Mt. Sinai School of Medicine; Timothy Jordan, MD, Dreikurs Relationship Center, St. Louis, Mo.; Judith S. Bloch, ACSW, Variety Pre-Schooler's Workshop, Syosset, N.Y.; and Russell B. Puschak, MD, chairman, TAH—LVHC Department of Pediatrics. Registration is by calling ext. 8322 and the fee for hospital employees is \$25.

Medication Lectures

The Pharmacy and Nursing departments will present two lectures on **Medication Error Prevention** on March 20. The first will be from 10 to 11:30 a.m. in Room 900, School of Nursing, TAH site. The same lecture

will be presented from 1 to 2:30 p.m. in LVHC site auditorium.

The lectures are intended for all professionals involved in the process of medication selection, ordering, transcribing, dispensing and administration.

Michael R. Cohen, MS, director of pharmacy/IV therapy at Quakertown Community Hospital and assistant editor of Lippencott's *Hospital Pharmacy*, and clinical advisor to *Nursing 91*, will be the speaker. The program, for which no advance registration or fee is required, is supported by an educational grant from Merck, Sharp & Dohme.

CPR Testing

CPR Recertification will be offered in the 24-hour period beginning Wednesday, Feb. 27 at 10 a.m. in the Pediatrics classroom, 5th floor, TAH site. There is no need to pre-register.

CPR Certification, for which pre-registration is required by calling ext. 2430, will be held in two parts, and attendance is required for both. Part I will be held March 7 from 1 to 4 p.m. in the School of Nursing auditorium, TAH site; Part II will be held March 14 from 9 a.m. to noon in Room 900 at School of Nursing, TAH site.

WomanCare

A new support group for single women called "S.E.L.F. (Single and Enjoying Life Fully)" will begin meet-

ing March 7 for six weeks from 7 to 8:30 p.m. in Suite 207, Conference Room A, Fairgrounds Medical Center.

"**Midlife — A New Beginning**" is the theme of a three-week series focusing on women's health issues during the middle years. All three programs will be held in TAH site auditorium beginning at 7 p.m.

On March 6, Larry Glazerman, MD, obstetrician/gynecologist, will speak on the physical aspects of menopause. On March 13, Susan Wiley, MD, vice chairman, Department of Psychiatry, will discuss sexuality and role changes. Finally, Judy Holaska, RD, will be the March 27 speaker on nutrition essentials during the middle years.

The next in the Spring 1991 **Parenting Lecture Series** will be a March 20 presentation by John Campion, MD, medical director, Adolescent Psychiatry, who will speak about resolving family conflicts. The lecture will be held at 7 p.m. in TAH site auditorium.

Information and registration for these and other programs may be made by calling ext. 3800.

HealthCounts

Smoke Stoppers®, a nationally-recognized, highly successful group program, helps you quit smoking in just five days. Certified instructors are former smokers who understand how hard it is to quit. The next series begins March 6 from 7 to 8 p.m. in the Jewish

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HealthCounts Names January Winners

HealthCounts announced winners in the January incentive program drawings. Marjorie Nader (TAH) and Kathy Toth (LVHC) won microwave ovens. Mary Ann Owen (LVHC) and Kay Fritch (TAH) were recipients of theater tickets for two to the Pennsylvania Stage Company.

Gift certificates to Giorgio's went to Eileen George at TAH site and Michele Robinson at LVHC site. John Boos (TAH) and Nancy Humes (LVHC) will get an ice skating party at Lehigh Valley Ice Arena, while Carol Williams (TAH) and Doris Metzger (LVHC) get a gift certificate for a health promotion class of their choice. Cindy Kosman (TAH) and Leasen Clark (LVHC) received a three-month HealthCounts exercise membership.

Educational Opportunities

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Community Center, 22nd and Tilghman Streets, Allentown, and continues for eight weeks. There is an employee discount of the \$150 fee; call 821-2150 for information and registration.

Smoking Cessation Hypnosis will be offered on March 14 from 7 to 8:30 p.m. in LVHC site conference dining room. The employee fee is \$10 and registration deadline is March 11.

The "Sleep Disorders" series begins Feb. 27 from 7 to 9 p.m. in LVHC site auditorium with presentations by John Galgon, MD, and John Harwick, MD, on "Snoring and Sleep Apnea". Programs in March will discuss insomnia and narcolepsy, and sleep disruption in shift workers.

To register for HealthCounts programs, call 821-2150.

Stress Program

Stress and Burnout—Care for the Caregiver, will be offered March 13 from 1 to 3 p.m. in Room 900, School of Nursing, TAH site. Call Ext. 2430 to register for the Human Resource Development class.

Hospital Orientation

The next hospital orientation program for new employees, presented by Human Resource Development, will be held on March 4 at TAH site beginning at 8 a.m. Optional hospital tours begin at 1 p.m. March 6 at TAH site and at 2:30 p.m. March 6 at LVHC site.

Benefits Spotlight

When employees file a claim to Spectrum Administrators there are a few simple steps to remember:

- You may attach several bills to one claim form as long as the bills are for the same dependent. It is not necessary to submit several claim forms for the same dependent.

- Claim forms may be sent through inter-departmental mail to Spectrum Administrators. This will save you the

cost of a postage stamp.

- After the claim is processed, you will receive an Explanation of Benefits (EOB) form indicating how the bill was processed.

If you have any questions please contact Gerianne Keiser (LVHC), ext. 8839; Maryjane Zanders (TAH), ext. 8839, or Leilani Souders, (HE), ext. 7936.

Have A Nice Day...

The Lowdown On Bananas

Bananas: quite possibly the world's most perfect food? Not really, according to Jane Ziegler, executive dietitian, Food and Nutritional Services. "There's no such thing as a perfect food," she says.

But don't count bananas out. Fiber, vitamins and potassium are attributes of bananas as well as other fruits, fresh and dried, including melons. Ziegler, herself a banana buff, says the fruit is a good snack food. A medium banana provides about 105 calories, is low in fat and has no cholesterol. It's a good source, but not the only source, of potassium, which helps regulate muscular systems, including the heart, and metabolism.

Green bananas are high in starch, which breaks down into sugars as the banana ripens to yellow and then brown. When to eat a banana is a matter of individual taste, Ziegler says.

Instant Stressbuster

The workload is stacked a foot high. Three people are waiting to talk to you (and two of them don't look happy). Then the telephone rings.

There's no need to snarl at the innocent person on the phone because you're stressed to the max. What to do? Gwen Rosser of Human Resource Development teaches a course on stress management. Her advice: before you pick up the phone, smile, even if you have to force it. "It's almost impossible to be curt or unpleasant when smiling," she says. And it's a first step to getting a moment of high stress under control.

Free E-Mail Available To Persian Gulf

If you have relatives or friends serving in the Persian Gulf, Hugh Vrablic, CRTT, Respiratory Therapy (TAH site), offers a free and useful resource.

He's a member of the General Electric Information Network Exchange and can send electronic mail to servicemen and women in the Middle East.

Vrablic says messages can be delivered in as little as 11 hours. Exactly how

long depends on precisely where the recipient is stationed.

There's no cost for the service, but messages should be about 160 words or so and he needs the name, rank, Social Security number and APO number of the recipient as well as the name and address of the sender.

Vrablic can be contacted 24 hours a day through beeper number 5815.



***You're invited to a shopping day so special you'll need a ticket to get in!
A day of contests, celebrities, discounts and more —
all to benefit Lehigh Valley charities on***

**Tuesday, APRIL 30 at MACY'S Lehigh Valley
10:00 a.m. to 10:00 p.m.**

Friends of Nursing or Lehigh Valley Hospice can benefit while you enjoy a day of shopping and so much more for a tax-deductible donation of only \$5.00.

Your \$5.00 donation entitles you to:

- 20% off a single apparel item
- 10% off any single item
- entry in a prize drawing featuring over 50 fabulous prizes
- entertainment all day long — *cooking demonstrations, celebrities, free beauty makeovers, music and the latest fashions*

30 local charities including ***Friends of Nursing*** and ***Lehigh Valley Hospice*** have been chosen to participate in this exciting event and can benefit from your participation in the following ways:

- \$5.00 ticket price is donated directly to the charity
- \$3.00 paid by Macy's to the charity for every ticket holder in attendance on April 30
- chance for the charity to win \$5,000 for bringing the most ticket holders to the store on April 30

To join the fun and support a great cause, simply complete the form below and return by April 19, 1991 with your check made payable to:

**HealthEast Trust Fund
50 College Drive
Allentown, PA 18104**

Your ticket will be sent directly to you. Call (215) 778-CARE for more information.

— macy's —

I wish to order _____ tickets to **MACY'S Cause for Celebration** at the cost of \$5.00 each. Please have my donation benefit ☐ **Friends of Nursing** ☐ **Hospice**
Children under 12 will be admitted free when accompanied by an adult.

Name _____ Phone _____
Address _____
City _____ State _____ Zip _____

Prestige Health

A program of
The Allentown Hospital —
Lehigh Valley Hospital Center

For people 50 and older...designed to help adults stay healthy. Membership is free. For more information, call Prestige Health (215) 778-1100.

Prestige Health services include:

Discussions with physicians and others about issues of particular interest to people 50 and older. Topics include common diseases, financial and legal issues, concerns of caregivers and how aging affects the body and activities like intimacy and exercise.

Day-long conferences featuring workshops and special programs.

Fountain of Youth, a four-week program that uses a computerized health risk analysis and healthcare professionals to teach you about the aging process, focusing on exercise, diet, disease prevention and stress management.

Newsletter and healthcare information.

Health screenings offered by Prestige Health and other hospital departments.

Professional consultations with a nurse, social worker or pharmacist.

Assistance with Medicare and other insurance claim forms.

Special coordinator available to link you with hospital services and answer questions regarding **Prestige Health** or any aspect of the hospital system.

Discounts on prescriptions, medical equipment and supplies and auto rental services.

*To join or for more information about **Prestige Health**, please clip and return the coupon below to: **Prestige Health**, 136 S. Fourth St., Allentown PA 18102*

☐ **I would like to join Prestige Health**

Name _____

Address _____

City _____ State _____ ZIP _____

Telephone Number _____

I learned about Prestige Health from (name) _____

an employee/volunteer of the _____ department at the following site:

(Circle) TAH LVHC HE Hospice/Home Care Other _____

Win A Paid Day Off And Other Great Prizes!

(References Required.)

Prestige Health

offers educational programs, health screenings and special benefits designed for people 50 and older. See back side for service descriptions.

Prestige Health, a free hospital program designed to help adults stay healthy, asks your help in spreading the news of its services. If you take the time to tell people about Prestige Health, you'll get a chance at some valuable prizes. For each referral to our program, you get another chance. The prizes include:

First Prize: A Paid Day Off

Second Prize:

\$50 toward a conference or other educational endeavor OR a certificate to the Alcove Gift Shop or Tree Top Shop

Third Prize:

\$25 toward a professional journal OR a certificate to the Alcove Gift Shop or Tree Top Shop

Rules

To be eligible for the prizes, simply have the person you refer clip and return the coupon on the other side of this flyer. For additional copies, photocopy the sheet or call **Prestige Health** at ext. 1100. We suggest you complete the section that asks how the person returning the coupon heard about **Prestige Health**.

The drawing

will be April 1 at 1 p.m. in LVHC site auditorium, just prior to a performance by Full Circle, an improvisational theater group from Temple University's Institute on Aging. Prestige Health sponsors the group on behalf of employees and volunteers, and you're invited to the performance. The group will present skits to illustrate situations healthcare professionals can encounter. For additional information about the group, the contest or **Prestige Health**, call ext. 1100.