

CHECKUP

NOVEMBER 2007
LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK
A MAGAZINE FOR EMPLOYEES

COMING SOON



KASYCH: *The Building*

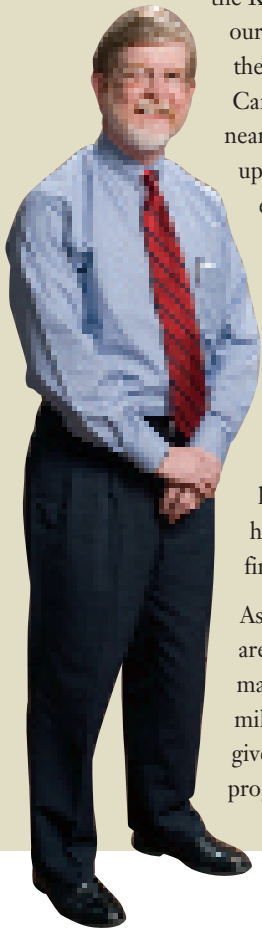


Check Out Our Coming Attractions

A solid financial outlook allows us to premiere new facilities like Kasych to benefit our community

As you settle into your seat at the cinema, the pictures flash across the screen. Before the feature presentation begins, you get a preview of movies that are coming soon. Chances are, at least one catches your eye and makes you want to see more.

Much like previews in a movie theater, we have our own set of coming attractions at LVHHN, and we're sure you can't wait for them to begin. One already is here. We recently opened the Lehigh Valley Health Center–Saucon Valley, bringing the best care home to that community. Just two months from now, we'll take the wraps off the Kasych Family Pavilion, the main feature of our LVH–Cedar Crest expansion. Soon thereafter, the Center for Advanced Health Care, our new medical office building, will nearly be filled. Next year, we'll begin a sprucing up and expanding the LVH–17th and Chew emergency department.



To make a compelling motion picture, you need a quality script, interesting characters, a team of good people and a robust budget. To build new, modern facilities to care for people throughout our community, we need all of you—our dedicated and enthusiastic colleagues—to look for the best ways to deliver the highest quality care. We also need a strong financial outlook.

As you'll read inside this *CheckUp*, our finances are again strong. Our patient services net margin (revenue minus expenses) is \$65.5 million, which is 6 percent of revenue. That gives us resources to reinvest in new facilities, programs and technology.

However, our year should have been better. Our net margin is below what we budgeted and below what we achieved last year. When we don't meet budget, it means we have less to invest in facilities, programs, high-quality colleagues and community outreach. Our coming attractions depend on us meeting our financial goals, so I encourage each of you to pay attention to these four areas so we can attain our goals this year:

Manage length-of-stay. Talk to patients and families about discharge earlier, slowly and safely return your patient to a normal diet and get patients walking as soon as possible. These steps will keep patients safe from potential complications like infection and allow us to care for more people who request our services.

Learn more about our programs and services. You are our best ambassadors. Learn about our new facilities and programs and share that information with your friends and neighbors.

Create memorable moments. Keep patient satisfaction high by helping patients and visitors find their way, responding to their needs and questions, and asking what else you can do to help.

Look for cost savings. Use supplies wisely, conserve electricity and talk with your supervisor about other ideas. The more efficient we are, the better value we offer to our patients.

We all love a good movie, and we all appreciate the piece of mind of knowing that the highest-quality health care is available right here, close to home. By following these steps, you'll help us reach our goals so we can ensure more coming attractions to benefit our community in years to come.

Stuart Paxton
Chief Operating Officer

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5

Five Things You Should Know About *Our Gift Shops*

Plus one tip—they're great places for holiday shopping

1

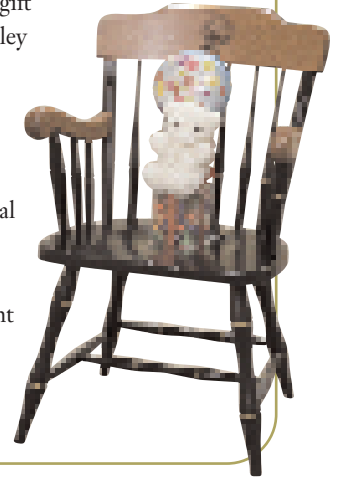
We Have Five of Them.

Need a gift or candy fix? At LVH-Cedar Crest, you can shop at three locations: the Tree Top Shop off the main entrance, the Pavilion Shop (featuring baby items) in the Jandl Family Pavilion and the Atrium Gift Shop in the Morgan Cancer Center. At LVH-17th and Chew, you can browse for gifts at the Alcove Shop, near the main entrance. These shops are run by The Auxiliary of Lehigh Valley Hospital. If you're in Bethlehem, you can enjoy shopping at the Camille Shop managed by The Auxiliary of Lehigh Valley Hospital-Muhlenberg. It's located through the big blue H, then make a left.

2

Annual Revenues Top \$1 Million.

From stuffed animals and candy to holiday decorations, profits from each purchase ultimately benefit LVHHN. Two recent examples: a \$500,000 gift from The Auxiliary of Lehigh Valley Hospital-Muhlenberg to support construction of the newly expanded hospital and a \$2 million pledge to fund The Auxiliary of Lehigh Valley Hospital Endowed Chair in Emergency Medicine (pictured right). "Colleagues account for 85 percent of sales," says Betty Anton, director of volunteer services. "They're our best customers."

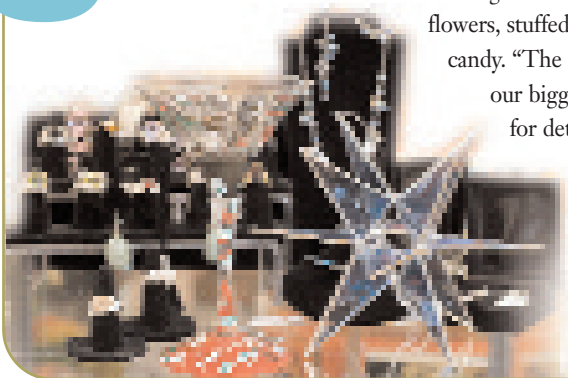


3

Our Overall Best Sellers are Purses and Jewelry.

But the big sellers for patients are balloons, flowers, stuffed animals and sugar-free candy. "The Christmas season is by far our biggest," Anton says. "Watch for details on our employee

appreciation sales just in time for the holidays." (Here at left are some gifts available at LVH-Muhlenberg's Camille Shop)



4

Volunteers Run the Show.

"We have 125 volunteers who work in the shops each month," Anton says. Each four-hour shift requires two volunteers. "If we don't have enough volunteers, we close the shop, which hurts sales," she says. Nicole Maranki (below), file clerk for ABC Family Pediatricians, volunteers at least two shifts a month in the Pavilion Shop. "I like to help out,

plus all gift shop volunteers get a discount," she says. **Want to volunteer at the gift shops? Call 610-402-CARE.**



Kimberly Hassler

5

Dry Cleaning and Pennsylvania Lottery

Tickets Are Available. Save time running errands by dropping off your laundry at the Atrium and Camille Shops and getting your lucky numbers at the Pavilion and Camille Shops. "If you hit the big one, the lottery gives us a bonus for selling the winning ticket," Anton says.



Recipe for *Success*

These ingredients will help us continue to invest for a healthy Lehigh Valley



The scent of fresh-baked ham fills your home as you put the final touches on a family holiday meal. The dinner you share is the end result of lots of careful planning and measuring, some last-minute substitutions and the guidance of family and friends.

In some ways, creating the perfect holiday recipe is similar to creating a successful hospital. As a charitable, not-for-profit organization, LVHHN needs to carefully measure and plan for the future to ensure we'll be here to care for generations to come.

Part of our successful recipe is a strong financial outlook. Here are our numbers from Fiscal Year 2007, and the ingredients that will help us continue to be strong for our community in future years.

The Main Course

You know your recipe is successful by its taste. At LVHHN, we know we've done a good job caring for our community by our patient services net margin. It's the amount of revenue minus expenses, and it's reinvested into new programs, services and facilities for our community.

This year, our patient services net margin is \$65.5 million.

"That's less than last year—and less than what we budgeted—mostly because an increased patient length-of-stay didn't allow us to care for as many patients as we hoped," says chief financial officer Vaughn Gower.

However, we're still a strong organization. Experts in health care say we need a margin of at least 5 percent of revenue for general maintenance. Our margin this year is 6 percent, giving us the means we need to care for our community.

Our hospital, like any charitable organization, also plans for our future by making sound financial investments that grow over time.

This year, with investment and interest income added to our patient services net margin, our bottom line is \$91.5 million, or 8 percent of revenue.

The reason:

- We made some substitutions to our recipe by changing investment fund managers, a normal part of doing business.
- Our investments had a high rate of return this year.



Planning the Next Big Meal

Everyone raves about your cooking, so you have to do even better next year. But it might not be so easy—the cost of groceries is rising and so are other expenses.

Our hospital faces the same concerns in Fiscal Year 2008. “The rise of inflation and the increase in fixed costs such as electricity mean we need to be more vigilant about our bottom line than ever before,” says chief operating officer Stuart Paxton.



How You Can Help

It's easier to create a holiday meal when others pitch in. To keep our hospital on the leading edge, we'll need your help.

You can track your progress through the Shared Success Plan, which awards you a year-end bonus if we meet patient satisfaction and expense-per-case goals. This year's plan will be different from past years.

Our patient satisfaction will now be measured by just one score—overall satisfaction—that will reflect the entire network (all three hospital campuses, Lehigh Valley Physician Group and Lehigh Valley Physician Practices offices). Our goals:

Threshold 86.45 **Target** 86.57 **Maximum** 86.68

We'll also continue to track expense-per-case—and need your help to achieve it. Our goals (lower is better):

Threshold \$13,259 **Target** \$13,293 **Maximum** \$13,126

You'll see tips in upcoming *CheckUp* issues to help you do that, but here are two things you can do right now:

- **Be prudent with supplies**—Only use what is needed and try to eliminate waste.
- **Keep length-of-stay low**—It's better for our patients (less chance for pressure ulcers or falls) and allows us to care for more patients who request our services.

—Kyle Hardner

Learn more about how we invest for a healthy Lehigh Valley by attending an employee forum or the 2007 Community Annual Meeting. See page 12 for more.

A Better Way to Prepare

You're always looking to save time in the kitchen. In the same way, we're looking to make the work we do better while still emphasizing the highest quality patient care.

This year, we're starting two new projects that will help:

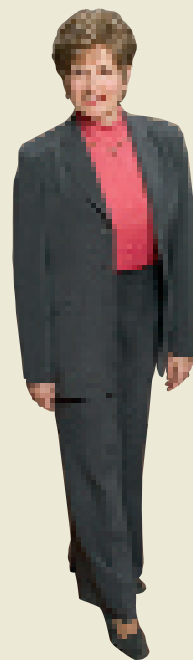
\$3.5 million cost-saving initiative

This team, led by chief information officer Harry Lukens, looks to trim our current operating budget. One idea under discussion: Moving all our administrative computer systems to one operating platform, which will help us save in the long-term.

System for Process and Performance Improvement

“Our goal is to find tools to help you to be successful as you find the most efficient and best ways to care for patients,” says Anthony Ardire, M.D., senior vice president, quality and care management, who co-leads the team with Mary Kay Grim, senior vice president, human resources.

Look for more on these and other projects in upcoming issues of *CheckUp*.



Work smarter, not harder—

That's the goal of the System for Process and Performance Improvement, led by Mary Kay Grim and Anthony Ardire, M.D.

Marketplace Connections

How colleagues buy, sell and help each other out



You probably already know the Marketplace electronic bulletin board allows people to buy and sell merchandise, but did you realize it allows colleagues to connect in other ways?

"I actually discovered a distant relative," says Gail Keinert of information services who monitors the board. Keinert had responded to ads posted by Chrystal Ritter of marketing, who was looking for a DJ, photographer and reception hall for her upcoming wedding.

"Both my daughters were recently married, so I shared our experiences with her," Keinert says. Through the e-mails, they discovered that Ritter attended college with Keinert's daughter, Amber Kucher of infection control, and that Ritter's aunt is married to one of Keinert's relatives.

Here are other ways colleagues have connected through Marketplace:

House for Sale



Case manager Adelaide Zimmerman, R.N., and her husband, Bruce (right) spent six months looking for a new home with no luck. Then, while reading Marketplace, she found one that caught her attention: "Bi-level for sale in Emmaus with four bedrooms in quiet neighborhood."

Zimmerman called the couple who posted the ad: Michele Gessner, R.N., and her husband, David, a respiratory therapist (left). "As soon as we saw the house, we knew we wanted it," Zimmerman says.

The Marketplace connection resulted in the Zimmermans buying their new home and the Gessners saving money by not paying expensive realtor commissions.

Information on Lehigh Valley Charter High School for the Performing Arts



Physician software educator Domenica Rothrock (second from left) had a mission: to find out more about the high school for her daughter, Lindsey (left). So she tapped her colleagues' knowledge by posting a Marketplace ad, asking if anyone had children attending the school.

After the positive feedback—especially from colleague Shauna Fitzsimmons (right) of the Headache Center whose daughter, Rachel (second from

right), attends the school—Lindsey, applied to the dance program. Unfortunately, she wasn't accepted.

"I felt awful," says Fitzsimmons, who developed Plan B. "I knew the school was recruiting for the figure skating program, so I asked Domenica if her daughter could skate." When Rothrock replied, "a little," Fitzsimmons sprung into action. "I called the skating director and pitched the idea of a dancer trying out."

The plan worked: Lindsey started school there this fall and is in the skating program. "It wouldn't have happened without Shauna's persistence," Rothrock says. "What a wonderful connection to make."

Sell It Fast! Post your stuff for sale on Marketplace!

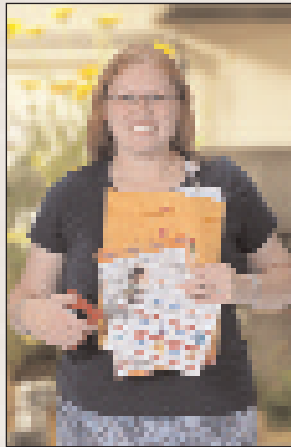
Free Magazines



Cathy Rosenblatt of Lehigh Valley Physician Group (LVPG) posted a Marketplace ad asking if departments needed magazines for their waiting rooms. The response was great. "I knew I couldn't accommodate everyone, so I enlisted my colleagues to share their magazines, too," she says. The Marketplace connection motivates Rosenblatt to read her magazines right away and not let them clutter her home.

Coupons

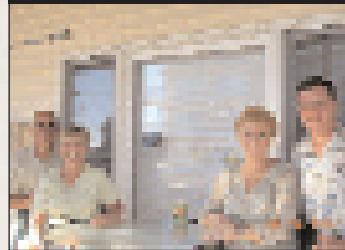
Jennifer Marrero (below) of Home Health Services posted a Marketplace ad looking for a local store coupon. Now, she gets a steady supply of different coupons from Sheila Gibb of Physician Hospital Network Development, who sends them through interoffice mail. "I'm a mother of three young boys, so anywhere I can save is a help," Marrero says.



*From selling books to CDs,
Making extra money is a breeze!*

Post your stuff for sale on the Marketplace bulletin board.

Ocean City, Md., Condo for Rent



In 2002, Diane Weslosky, R.N., (second from right) responded to a Marketplace ad to rent a condominium at the shore, posted by colleague Marilyn Smith (second from left) of respiratory therapy (now retired) and her friend, Stan Kresge (left).

When Smith met Weslosky to give her the key, the two became fast friends. "We just clicked," says Weslosky, who also immediately fell for the condo just a half block from the ocean. A year later, Weslosky and her husband, Stephen (right), bought it. "It's my own little dream house by the sea," she says.

The other perk of the transaction? The four remain friends to this day, enjoying their time together in Ocean City.

Kimberly Hassler

Jet Skis, Rototillers and Kayaks—Oh My!



"I love Marketplace," says Joseph Moerder of LVPG. If time permits, he scans the listings every day. His transactions over the years include buying the items listed above, plus books, toys, kids' clothes, a ceramic kiln and a utility trailer. "I've sold items, too, including cars and my Allentown home without a realtor."

Looking for...

A dining room set?
A free screen door?
Or a home for your pet?

Reach out to your
colleagues by posting
an ad on the
Marketplace
bulletin board.

Make your own connection. Check out Marketplace on e-mail's bulletin boards.

COMING SOON

KASYCH: *The Building*

We're helping you prepare for opening day so you're ready to care for your patients

In a community where people deserve superior care, a new patient care tower rises seven stories from the ground. Its name—the Kasych Family Pavilion; its construction—nearly complete. In January, colleagues from across LVH–Cedar Crest will begin to occupy its space. Will they be ready to provide the kind of quality care community members expect? Yes, thanks to the Kasych Work Processes Committee.

A subgroup of the Cedar Crest Readiness Operations Council (CC–ROC), the committee is studying and testing processes, or the things we need to do inside Kasych daily to best care for patients. “On day one, we need to operate like it’s day 101,” says Anne Panik, R.N., committee administrative leader. Here are the processes being streamlined:

Administering Medication

Each patient room has a locked medication drawer that caregivers will access with a swipe of their ID badge. Pharmacy colleagues will fill the drawers with each patient’s prescribed medications and commonly used medicines for pain, nausea and other symptoms. The drawers will contain dividers to eliminate clutter and make it easier to find the medication supplies needed. Patients will benefit because they’ll receive medications more quickly.

Responding to Emergencies

When a patient stops breathing or needs immediate care, we’re ensuring our code blue and rapid response teams are only seconds away. Before Kasych opens, unannounced mock drills will be held to determine how long it takes team members to respond, and that equipment is available and working properly.

Locating Forms, Equipment and Supplies

In Kasych, you won’t have to search to find what you need. Because medical/surgical units are similar, forms, equipment and supplies will

be stored in the same place on each unit. Because physicians and administrative partners benefit most from this process change, they’re involved in determining exactly where things will be located.

Using Ceiling Lifts

Every patient room has a ceiling lift that caregivers must use when moving a patient. Lifts prevent patient and staff injuries. The goal is for hands-on education sessions to be held inside Kasych before it opens to ensure you know how to use them properly. An educational CD also is being produced.

Providing Room Service

When LVH–Cedar Crest’s new kitchen opens in December, “At Your Request Room Service” will allow patients and family members to decide what and when they want to eat. Orders will be taken between 7 a.m. and 7 p.m. by calling extension 3663 (FOOD).

Education Is Essential

If any of these processes affect you, your unit director and patient care specialist will provide all the details you need to perform them efficiently and effectively. Your role is to ask questions, learn and be prepared for the Kasych premiere. “By working together, we’ll ensure our move into Kasych is smooth and seamless,” Panik says.

—Rick Martuscelli



On the Cover 7B's

Debra Heil and Sharon Glass, and 4C's Todd Burgent, R.N., are ready to care in Kasych.

Have a question or concern about moving into your unit? Call the CC-ROC hotline anytime at 610-402-7700 and record your message. A colleague will return your call within 48 hours to discuss your concerns.



When Your Unit Is Moving

We'll celebrate the opening of Kasych with several employee and community events Jan. 2–6 (see box at right). The next day, we'll begin moving in. Here's our plan:

Jan. 7

- **The 16-bed medical/surgical intensive care unit (MICU/SICU)** moves from Jandl to second floor Kasych and four additional beds open
- Ten beds open on 6K, a medical/surgical unit

Jan. 8

- **The transitional open-heart unit (TOHU)** moves to third floor Kasych
- Ten more beds open on 6K

Jan. 9

- **ICU West** moves to second floor Kasych to join the other 20 MICU/SICU beds
- The last ten beds open on 6K to make it a 30-bed unit

Jan. 10

- Ten additional TOHU beds open to make it a 30-bed unit

Jan. 14

- **The open-heart unit (OHU)** moves to second floor Kasych
- **4C** moves to fourth floor Kasych and is renamed 4K

Jan. 15

- **7B** moves to fifth floor Kasych and is renamed 5K

Jan. 21

- **The neuroscience intensive care unit (NSICU)** moves to second floor Jandl and adds two beds to become a 14-bed unit
- In Jandl, the trauma neuro intensive care unit (TNICU) adds two beds to become a 14-bed unit

Jan. 23

- **The Burn Center** moves to third floor Kasych and increases beds as needed to become an 18-bed unit

Celebrate the Kasych Opening

You're invited to several events where you'll get to tour our new seven-story patient care tower—The Kasych Family Pavilion:

- **Open House for Colleagues**
Thurs., Jan. 3; 2-7 p.m.
- **Community Open House**
Sat., Jan. 5; 1-4 p.m.

R.S.V.P. by calling 610-402-CARE.

Lining Up for Kasych—Transitional open heart unit (TOHU) colleagues (l-r) Estella Turk, Jannie Pearson, R.N., Toni Diaz, Patty Tachayapong, R.N., Tim Wolf and Cindy Meeker, R.N., can't wait to be among the first to move into Kasych when the doors open in January.



Preventing Workplace Violence

Use all your senses—especially your sixth—to stay safe

A patient's son is upset because he's not allowed to smoke. He starts screaming, and you're afraid he'll lash out at your colleagues, too. What do you do?

"You never expect to find yourself in this situation," says Gerry Kresge, director of security. "LVHHN provides as safe an environment as possible for colleagues, patients and visitors, but the potential for workplace violence always exists. We have a zero-tolerance policy."

Your best defense if things go wrong: Know where to turn. In the scenario above, the right thing to do is to stay calm and call security. "Our officers will escort him outside and discuss the situation," Kresge says.

Here are other potential scenarios—and how you can protect yourself:

The Situation

As you leave the hospital parking lot, you sense someone following you. Do you act on your suspicion?

You're at your desk when a colleague's boyfriend walks in, demanding to know where she is, and threatening anyone who gets in his way.

Your Safest Response

"You know when something doesn't feel right," Kresge says. So go to whichever is closer, the hospital or your car, and call security.

Tell him you don't know where she is. Get up to "find her," but actually go to a secluded area and call security.

Our security staff of 50 officers is specially educated to keep our workplace safe. But you play a role in preventing workplace violence, too. "We rely on you to report any kind of suspicious activity," Kresge says. "If you're faced with danger, stay calm, think rationally and evaluate your options. Observe as much as you can and trust yourself."

Here are other ways to stay safe:

- **If you have a protection from abuse (PEA) order,** notify security immediately (call 610-402-8220 and ask for the security supervisor). Security colleagues can escort you to your car and talk about steps to protect your safety, such as changing your before—and after—work routine. Always carry your PFA with you and avoid all contact with the abuser.
- **Know LVH's emergency call number (555 from a hospital phone; 610-402-8220 or at a parking-lot call box if you're outside).** Always carry a cell phone. Walk to and from parking lots with friends or colleagues.
- **Ask for help.** If you're concerned about workplace violence in your area, security is available to help you develop a safety plan.
- **Trust yourself.** "Don't dismiss suspicions, threats or intimidation," Kresge says. "Your actions can help protect everyone here."

Erin Alderfer

Your safety comes first—Security guards like Randy Achey are here to ensure our hospitals—inside and outside—are always safe and secure.



Tons of Goodwill

Fifty hospital units waged a friendly contest—called “Stack the Pack”—to see who could collect the most supplies for children at Allentown’s Central Elementary School. The result: 2.5 tons of school supplies! The goodwill drew the attention of *The Morning Call*, 69 News (WFMZ-TV), NBC 10 (WCAU), Service Electric TV-2 News and WAEB-FM/B104 Radio. LVH’s Hope Johnson, R.N., who led the contest, also was featured.

Here are some other noteworthy news items:

- Surgical oncologist **Paul Mosca, M.D.**, and two of his patients were featured on PBS 39’s “Tempo” for isolated limb infusion, a new skin cancer treatment.
- Endocrinologist **Larry Merkle, M.D.**, spoke with 69 News about the Hemoglobin A1C diabetes test.
- Infectious disease colleagues **Marcelo Gareca, M.D.**, and **Terry Burger, R.N.**, spoke with 69 News and *The Express Times* about flu season.
- **Neonatal intensive care unit (NICU) colleagues** received thanks in a letter to *The Morning Call* from Stephen Kuhns of Macungie, whose granddaughter received NICU care.
- Director of community and corporate fitness **John Graham** was featured in *The Morning Call* for his release of three sports conditioning videos.
- Manager of community relations **Fran Derhammer, R.N.**, was featured in *The Morning Call* for speaking at the First Strides walking class.

Read and view our news online! Go to lvh.org/news for the latest media coverage.

SERVICE STAR *of the* MONTH

When one of her patients was ready for surgery, Kai Bortz, R.N., chose to accompany the patient and family to the operating room. But as they traveled from the transitional trauma unit by elevator, they heard a loud bang. The elevator stopped between the second and third floors, and it didn’t restart.

Thinking quickly, Bortz called security to explain the situation, all the while keeping the patient and family as calm as possible until help arrived. Meanwhile, members of the security staff and a local fire department worked to open the elevator doors and get everyone out safely.

“Everyone kept their composure because Kai comforted the family and the patient throughout the ordeal,” says Dale Dangleben, M.D. “Kai dealt with this difficult situation extremely well. Her critical thinking, outstanding care, grace under pressure and emotional support for the patient and family is truly commendable.”



Congratulations to Award Nominees

To nominate a star, go on the intranet at lvh.com. Go to the “What’s New” box and click on **Nominate a Service Star**. Or open e-mail’s bulletin board **forms_rewards** and right click to “**use form.**”

Renee Ward, Anna Litkewycz, accounts payable

James Pearce, patient transporter, LVH–Cedar Crest

Judy Demchyk, R.N., David Hanzelman, R.N., LVH–Muhlenberg

Charles Sudhop, security LVH–Cedar Crest 6C

Arlene Turner, Kathleen Fox, hospice

Angela Keck, registered polysomnographic technologist, Sleep Disorders Center

Rebecca Caffrey, R.N., LVH–Cedar Crest operating room

SERVICE STAR Kai Bortz, R.N., transitional trauma unit

What's Happening at LVHHN

What Matters *Most to You?*



You know what's most important to you—your family, your community, your health and well-being. At LVHHN, we invest in the very things you hold dear, so you and your neighbors can always count on our care when you need it.

Learn more about how we

Invest for a Healthy Lehigh Valley

Attend the 2007 Community Annual Meeting

Wed., Dec. 5; 5 p.m. (doors open at 4:15 p.m.)

FREE

Agricultural Hall at the Allentown Fairgrounds

Seating is first-come, first-served

Health Discovery Expo and light refreshments following the meeting

To register, call 610-402-CARE by Nov. 21

Care for their family—When Ines Matamoros of Allentown (center) and her grandchildren, Jorge, 11, and Ayeisha, 14, need health care, they count on LVHHN's services.

It's Flu Shot Time

The best way to protect your health—and your patient's health—is to get a flu shot. Employee Health will offer flu shots at the walk-in hours below starting Oct. 22 and continuing through the winter. The flumobile also will make its rounds—check e-mail's bulletin boards for more information regarding dates and times.

Getting vaccinated is everyone's responsibility—**any colleague who does not wish to get vaccinated this flu season must submit a declination form**, which can be done through PeopleSoft. Those who are vaccinated will be eligible for drawings, including PTO days, Sodexo gift cards and much more!

LVH—Muhlenberg

Mon., 1:30–4 p.m.

Tue., 7–11 a.m.

Wed., 2–4 p.m.

Thu., 7–11 a.m.

Fri., 8–10 a.m.

LVH—17th and Chew

Tue., 7 a.m.–8:30 a.m.

Thu., 7 a.m.–8:30 a.m.

LVH—Cedar Crest

Mon., 7–8 a.m.,

1:30–4 p.m.

Tue., 1–3 p.m.

Wed., 7:30–8:30 a.m.

Thu., 1:30–4 p.m.

Fri., 7–8 a.m.

Help Protect our Community

Clinical and non-clinical employees are encouraged to volunteer at our drive-thru community flu shot clinics. To volunteer please call Infection Prevention at 610-402-0680.

Dorney Park, Allentown
Sat., Nov. 10; 9 a.m.–3 p.m.

LVH—Muhlenberg
Sun., Nov. 11; 9 a.m.–3 p.m.

Celebrate the Kasych Opening

You're invited to several events where you'll get to tour our new seven-story patient care tower—The Kasych Family Pavilion:

- **Open House for Colleagues**

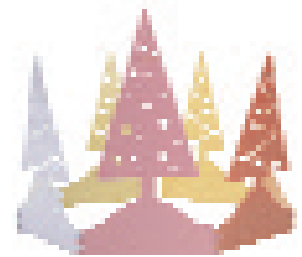
Thurs., Jan. 3; 2-7 p.m.

- **Community Open House**

Sat., Jan. 5; 1-4 p.m.



RSVP by calling 610-402-CARE



Adopt a Family for the Holidays

It's a 17-year tradition! You or your department can help a family or child in need for the holidays.

To learn how you can help, call Damarie Lugo at 610-969-2801.

Want to Earn \$500?

To learn more, call 610-402-CARE or visit the Internet at lvh.org/checkup.

The 2007 Employee Forums: Investing for a Healthy Lehigh Valley

Attend, learn how our investments create a healthy community and get great prizes.

LVH—Cedar Crest, Auditorium
Tue., Nov. 13; 2:30 p.m.

LVH—17th and Chew, Auditorium
Fri., Nov. 9; 9 a.m.

LVH—17th and Chew, SON Auditorium
Thu., Nov. 8; 1 p.m.
Mon., Nov. 12; 1 p.m.

Get answers to your Forum questions at LVH.com

All of the questions you asked at this year's employee forums will be answered on the intranet at lvh.com. Look for answers beginning **Wed., Oct. 26.**

Planning for Your Financial Security

AIG VALIC, the company managing our retirement plans, will host three seminars to help you plan for your retirement. To register, visit www.valic.com/seminars and enter one of the following seminar codes:

3074ALL11AK LVH—Cedar Crest
5547ALL11AB LVH—17th and Chew
5547BET11AA LVH—Muhlenberg

Lunch will be served.

Tue., Nov. 13; Noon–1 p.m.;
LVH—17th and Chew,
Conference Room. A

Thu., Nov. 15; 11 a.m.–Noon.;
LVH—Muhlenberg, ECC Room A

Mon., Nov. 19; Noon–1 p.m.;
LVH—Cedar Crest, ECC Room 2

AIG VALIC advisors are available to help you at:

LVH—Cedar Crest
Rich Silva Sr.: 610-402-8801
Rich Silva Jr.: 973-454-6251 (*Advisor for LVPG colleagues*)
Kevin Gertz: 610-402-8801

LVH—Muhlenberg
Frank Deeney: 484-884-8362

LVH—17th and Chew
Frank Deeney: 484-884-8362 (*Advisor for colleagues of LVH's for-profit entities and Health Network Laboratories*)



Choose Your Benefits Online

Oct. 29–Nov. 9
Dec. 3–7



You can enroll through PeopleSoft on your work or home computer. Here's what you should do to make the best benefit choices for you and your family:

- Review the open enrollment packet you receive in your home mail.
- Make your selections from **Oct. 29–Nov. 9** on PeopleSoft. (*Health Network Labs colleagues will submit selections manually.*)
- Review the confirmation statement sent to your home.
- Make new selections or changes to previous selections from **Dec. 3–7.**
- If you need assistance, attend one of these help sessions:

LVH—Cedar Crest, Jaindl Pavilion Upper Level

- **Mon., Oct. 29;** 7 a.m.– Noon
- **Tue., Nov. 6;** 2–7 p.m.

LVH—Muhlenberg, I/S Training Room

- **Mon., Nov. 5;** 7–9 a.m.
- **Wed., Nov. 7;** Noon–5 p.m.

LVH—17th and Chew, Auditorium

- **Wed., Oct. 31;** Noon–4 p.m.
- **Thu., Nov. 1;** 7–9 a.m.

A Culture of Wellness

Improved benefits to help you stay healthy

Cardio Kickboxing

Mon., Nov. 5; 7–8 p.m. or **Wed., Nov. 5;** 7–8 p.m.
6 classes/\$42 reimbursable through Culture of Wellness
Healthy You Fitness Center

Mon., Oct. 29; 6:15–7:15 p.m.
7 classes/\$49 reimbursable through Culture of Wellness
Banko Family Center
This high-powered routine strengthens body and mind.

Corrective and Protective Skin Care

Tue., Nov. 6; 6:30–7:30 p.m.

FREE

LVH—Muhlenberg, South Entrance, 1st floor conference room

This class will focus on skin problems of aging and solutions for your skin type.

Energizing Yoga

Tue., Nov. 27; 7–8:15 p.m.

8 classes/\$80 reimbursable through Culture of Wellness
Healthy You Center

This stimulating flow of poses enhances strength, stamina, flexibility and balance. Bring a pillow and blanket.

Fit To Be a Mom

Mon. and Wed.; 5:15 p.m.–6 p.m.

4 week series/\$48 reimbursable through Culture of Wellness

Healthy You Center

Learn the safe way to exercise during pregnancy to boost flexibility and strength during childbirth.

FlashFit

Mon., Nov. 12; 8:30–9:15 a.m.

16 classes/8 weeks \$64 reimbursable through Culture of Wellness

Sat., Oct. 20; 11:15 a.m.–12:15 p.m.

Healthy You Center

Boost energy and burn fat in this fun, motivating circuit-training exercise.

To learn about more Culture of Wellness classes, upcoming events, recreation committee trips and our physician referral program, visit lvh.org/checkup or call 610-402-CARE.

FOR MORE DETAILS ON ALL PROGRAMS OR TO REGISTER, CALL 610-402-CARE.

1 Now Accepting Aetna

Starting Dec. 1, subscribers to Aetna health insurance will have in-network access to all three hospital campuses and the 360-member Lehigh Valley Physician Group (LVPG) thanks to a new agreement announced at an October press conference. Physicians who are on staff but not LVPG members also will be given the opportunity to participate. "This agreement gives Aetna's 50,000 members in our community access to our services," says president and chief executive officer Elliot J. Sussman, M.D. Aetna subscribers can contact their physician beginning Nov. 1 to determine if he or she is part of the Aetna network.

2 Remembering Kathy

Health Network Labs (HNL) colleagues remembered their friend and co-worker, Kathy Bulla, who passed away almost two years ago, by dedicating a piece of artwork in her memory. The piece, depicting a country home surrounded by flowers and lush scenery, hangs in one of the main hallways at the laboratory. "She was my right hand, and lived life with gusto," says Bala Carver, M.D., (middle) HNL medical director, with Kathy's husband, Bob, and Judy Heffelfinger, HNL clerk.

3 Partners in Creating the Ideal Patient Experience

As part of our 10-year journey to create an ideal health care experience for all, we enlisted the help of 25 former patients, their families and community leaders to serve as the Patient-Centered Experience (PCE) Advisory Council. The group will provide input and prioritize potential projects related to creating the ideal experience for patients and families. Here, Lissette Lahoz, (forefront) program director for Latinos for Healthy Communities, discusses the importance of working as a team, while (l-r) Bob Chabala, executive director of Lehigh Valley Cardiology Associates and former patient Gerard Migliore, listen intently.

4 Honoring Our Real-Life Heroes

Being a volunteer fireman isn't just about extinguishing fires. It's also about preventing them. For their efforts in educating school-age children, church members, business leaders and local organizations about fire safety and prevention, the Hecktown Volunteer Fire Department won a Partners in Prevention Award at October's second annual Valley Preferred Spirit of Courage Awards celebration. The awards also honored people in our region who risked their lives to save others from fire.

5 Colleagues with Heart

Terry Capuano, senior vice president, clinical services, joined Heart Help for Women program coordinator Anne Marie Crown and 480 other colleagues at September's American Heart Association Heart Walk. Team Lehigh Valley Hospital—the largest in the walk—raised \$30,700 to benefit heart care research. The event was held at Lehigh Valley Industrial Park IV in Bethlehem.

6 Welcome to the Neighborhood

Anja, 4, and Noah, 8, (l-r) of Mertztown now see their pediatrician, Amy Jibilian, M.D., at the new Lehigh Valley Health Center—Saucon Valley. Opened in September, the center includes ABC Family Pediatricians, which relocated from its Coopersburg office, Coopersburg Medical Associates and LVHHN rehabilitation services. "With this larger facility, we're able to offer the community more appointments and openings for new patients," Jibilian says. "But, we still have the same small, friendly atmosphere."

Our people also are having a blast at the employee picnic.

To see a photo journal from the event—and to read more PRIDE in Our People—visit lvh.org/checkup or call 610-402-CARE.

1

FPO

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3





Refer and Reap the Rewards

A good work environment, excellent benefits, organizational stability and room for professional growth—these are the reasons physical therapist Debbie Chabak (left) wanted to return to work here. She called her former colleague, physical therapist Tracy Jones, for a reference. Jones took things a step further and submitted Chabak's name to our Employee Referral Program. Chabak got the job and Jones received a \$2,000 bonus for making the referral. Now they're happy to be working together again.

Do you know someone who has what it takes to work here? If so, learn more about our Employee Referral Program on the human resources Web site at lvh.com or call 610-402-LVHR (5847).

Keeping Traffic Moving

When you're behind the wheel, do you get every red light? Thanks to our road improvement project, that won't happen as often when improvements are complete near LVH—Cedar Crest. "Six traffic signals along Cedar Crest Boulevard and Fish Hatchery Road will communicate with each other via radio controls," says project manager Marc Breidenbach. "It will greatly improve the efficiency of the traffic flow when complete." Turning lanes at the intersection also will help.

On campus, here's what will open for motorists this month:

- The employee entrance along Fish Hatchery Road
- Our newest patient/visitor parking deck
- The John and Dorothy Morgan Cancer Center parking lot
- The emergency department (ED) driveway and parking lot

Inside the ED, here's what will be complete in late November:

- Seven new exam rooms
- A new express care waiting room

Inside the Kasych Family Pavilion:

- Construction is nearly complete on every floor
- Units are being cleaned and prepped
- Inspections will take place

Inside the Pool Pavilion:

- The front hallway that connects Pool with the Anderson wing will reopen
- The remodeled bathrooms near the cafeteria will reopen



Take a turn—Whether you're turning onto Cedar Crest Boulevard from Fish Hatchery Road or vice versa, new turning lanes will allow you to do it safely. They, along with synchronized traffic signals, will keep traffic moving near LVH—Cedar Crest.



Celebrating 35 years!

Carol Mutchler, R.N.

human resources consultant

Most Memorable Moment Here

In the 1960s I had the opportunity to be one of the first nurses to perform peritoneal dialysis under the direction of Dr. Karl Dresen.

My Inspiration at LVHNN

The entire LVHNN team. It truly amazes me what can be accomplished by talented people working together.

Best Virtues

Patience, respect for others and empathy

Other Areas Where I Worked

Section D, (LVH—17th and Chew), float pool, educational development and organizational development

Favorite Pastimes

Reading, knitting and Penn State football games

Favorite Cafeteria Food

Chicken Caesar salad



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40 YEARS

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35 YEARS

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Radiology

Carol Mutchler
Human Resources

30 YEARS

Jane Dilliard
Nursing Float Pool

Shirley Hahn
4C Medical-Surgical

25 YEARS

Wendy Everett
CT Scanning

Jeanette Mertz-Brown
Endoscopy—G.I. Lab

Sally Sherman
Case Management

20 YEARS

Maryrose Dorward
Behavioral Health

Catherine Ehrig
Home Care

Candace Fritch
Post Anesthesia Care Unit

Zelda Greene
Medical Records

Joann Gruber
Radiation Oncology

Vicki Klotz
Emergency Department

Nancy Morgan
Special Procedure Unit

Ruth Yablonski
5C Medical-Surgical

Robin Zwolenik
Breast Health Svcs.

15 YEARS

Carolyn Farrell
College Heights OB/GYN

Karen Fowler
Physician Hospital
Network Dev.

Angelice Martinez
Nursing Float Pool

10 YEARS

Shelly Anthony
LVPBS

Richard Baylor
Heritage Family Practice

Jamie Bongiovi
The Guidance Program

David Bosket
LVAS

Christopher Bury
LVAS

Kimberly Forsht-Whitaker
3A IPCU

Sharon Glass
7B Medical/Surgical Unit

Lori Kozak
ASU-PACU/OR

James Landis
Info Svcs

Donna Laudenslager
Labor and Delivery

Donna Lovelace
Dental Clinic

Gregory Marushak
Facilities

Sophia Michailidis
LV Bariatric Medicine

Anna Rockovits
Medical Records Transcription

Karen Wisser
Hospice Home Health

Pamela Zepp
ABC Family Peds—Allentown

5 YEARS

Julia Achenbach
Home Care

Jody Allen
Emergency Department

Hallie Bendel
Cardiac Cath Lab

Candice Boyer
Labor and Delivery

Michelle Bristol
5T Medical-Surgical

Stephen Christopoulos
Physician Hospital
Network Dev.

Ann Crawford
Heritage Family Practice

Robin Davison
Nursing Float Pool

Cherie Dietrich
RHC—Medical

Dawn Eible
ABC Family Peds—Pond Rd

Amy Fisher
Nuclear Medicine

Clare Grubb
Hospitalist Services

David Herschman
4A Medical-Surgical

Kimberly Hischak
Neuroscience ICU

Terry Kloiber
Home Care

Dianne Macdonald
Hospice

Jeffrey Martin
3A IPCU

Jan Meck
Heritage Family Practice

Gene Newswanger
Pharmacy

Alice Notis
Neonatal ICU

Usha Rai
Progressive Coronary
Care Unit

Christine Reichard
6T Medical-Surgical

Regina Sacco
Home Care

Kristin Schulberger
Nuclear Medicine

Melissa Shaner
ABC Family Peds—Trexlerstown

Shirley Snyder
Cardiac Rehabilitation

Carl Trunzo
Marketing

Bobbie Walker
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Kim Weida
Adult Transitions

Jennifer Wireman
LVPG

Teresa Wright
Medical-Surgical ICU

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