

# CHECK UP

MARCH 2007

A MAGAZINE FOR EMPLOYEES  
OF LEHIGH VALLEY HOSPITAL  
AND HEALTH NETWORK



SURVEY  
SAYS...

focus on  
**PRIDE**

# You Create Our Culture

You help create our outstanding work environment, making us one of the best places to work in the United States

## “What do you know about Lehigh Valley Hospital?”

It's one question I always ask job candidates during interviews. Within the last few years, I've noticed that almost everyone answers the question similarly. They say our hospital is unique. They tell me they can feel it as they walk our halls when colleagues make eye contact, smile, say hello and offer assistance.



They feel it because they're walking through an environment and culture you create. Some might say our culture is created by senior leaders. I disagree. While senior leaders help shape our culture, they can't possibly touch and affect all our 8,800 colleagues. So when people say our hospital is unique, what they're really saying is that together we build, form and mold our hospital into a place that's so special it is recognized as one of the best places to work in the nation.

**The sense of vitality colleagues, patients and visitors feel when they walk our halls didn't happen overnight,** and there's no guarantee that same feeling will exist here years from now. That's why we need to continually focus on creating and maintaining an environment where everyone feels valued.

*Mary Kay Grim*

Mary Kay Grim  
Senior Vice President, Human Resources

**How do we do that?** We look at several factors, including our turnover rate and our ability to attract qualified people for open positions. We also conduct employee satisfaction surveys. They help us better understand why colleagues feel this is a great place to work. They also help us identify areas where there is room for improvement.

In this *CheckUp*, you can review the results of our most recent survey. It was the fourth one we conducted since 1999, and this time we had an independent company do it for us. It allows us to compare our results with 170 other hospitals nationwide. As you'll see, our results are outstanding—we rank higher than 75 percent of hospitals in almost every category!

**Even though the results tell us we're maintaining a positive environment, we know we can always do better.** We'll take a closer look at the areas important to overall satisfaction where we didn't score as high, and together, we'll develop ways to improve. Some improvement might be made on a network-wide level while others might be specific to your unit or department. Whatever the case, it's your opportunity to positively affect your work environment and make the time you spend here even more beneficial and pleasurable.

**When you're happy at work,** you're doing your job to the best of your ability, with a smile on your face. You're interacting with colleagues and working together to get the job done. You're maintaining that positive culture people feel when they walk through our doors. Most importantly, you're doing your part to help us achieve what we're here to do—care for our community. And if you're able to say at the end of every day, “I made a contribution today,” you had a good day. By keeping our finger on the pulse of our culture with regular employee satisfaction surveys, we all play a role in making sure each of us will have a good day at work for years to come.

## INSIDE THIS ISSUE

**SPECIAL EDITION**

**How excited are we about our employee satisfaction survey results?** So excited that we've devoted this entire issue of *CheckUp* to them! Read “**Survey Says...**” starting on the opposite page.



**FORTUNE®**  
**100 BEST COMPANIES TO WORK FOR 2007**

# What's Happening at LVHHN

FOR MORE INFORMATION ON CLASSES AND PROGRAMS, CALL 610-402-CARE.



**Preparing for Moving Day**— Standing atop our new parking deck are the project leaders of the Cedar Crest–Readiness Operations Council, or CC-ROC. (Pictured l-r) Vice president of human resources Marty Everhart, vice president of patient care services Molly Sebastian, R.N., and urologist Edward Mullin, M.D., will join 64 department leaders and 35 physician leaders to ensure a smooth transition into the new tower and all our newly built space. **If you have a question about the expansion project, call the CC-ROC hotline** anytime at 610-402-7700 and record your question. A colleague will return your call within 48 hours to discuss your concerns.

## Career Planning Workshop

**Thu., March 15; 4–6 p.m.**  
*FREE*  
LVH–Cedar Crest, auditorium  
*Learn to assess your personal skills.*  
**Registration is required.**

## Corrective and Protective Skin Care

**Tue., March 6; 6:30– 7:30 p.m.**  
*FREE*  
LVH–Muhlenberg, south entrance, 1st floor conference room  
*This hands-on workshop focuses on solutions for your skin type.*

## CPR Recertification

**Wed., March 28 and Thu., March 29**  
**Wed., March 28; 10 a.m.–10 p.m.**  
**Thu., March 29; 8–11 a.m.**  
*FREE*  
LVH–17th and Chew, School of Nursing, auditorium/parlor A  
*Learn the new guidelines. Class is free only for employees whose job requires it.*

## Dealing With Conflict

**Wed., March 21; 9–11 a.m.**  
*FREE*  
2166 S. 12th St., 1st Fl. Conf. Rm  
*Learn to examine the sources of conflict with this Preferred EAP course.*

## First Strides®

**March 19–March 22**  
*\$45; \$40 if mailed by March 16*  
**Hanover Township**  
**Mon., March 19; 6 p.m.**  
**Bethlehem Township Community Center**  
**Tue., March 20; 5:30 p.m.**  
**Wed., March 21; 6:15 a.m.**  
**Wed., March 21; 9:15 a.m.**  
**Stroudsburg**  
**Mon., March 19; 6:15 p.m.**  
**Sand Island**  
**Thu., March 22; 6 p.m.**  
*This gradual 12-week running program for women will help you progress at a pace that's right for you.*

## Home Ownership Information Session

**Wed., March 28; 5–6 p.m.**  
*FREE*  
LVH–Cedar Crest, auditorium  
*This mini-session will assist you through the process of purchasing a home.*

## Lunch and Learn: Furthering Your Education... Is Online Right for You?

**Wed., March 21; 12–1 p.m.**  
*FREE*  
LVH–Cedar Crest, auditorium  
*Staff from Drexel University will discuss online classes.*

## Medical Massage— How It Helps

**Mon., March 12; 7–8 p.m.**  
*FREE*  
LVH–Muhlenberg, south entrance, 1st floor conference room  
*Learn how therapeutic massage can improve health and well-being.*

## Reiki Workshop I

**Sat., March 10; 10 a.m.–3 p.m.**  
*\$99 reimbursable through Culture of Wellness*  
LVH–Muhlenberg, Banko Center  
*Relieve stress and channel healing energy for yourself and your family.*

## Where to Step In— EAP Training for Managers and Supervisors

**Tue., March 6; 9–11 a.m.**  
*FREE*  
2166 S. 12th St., 1st fl. conf. rm.  
*Learn techniques to encourage improvement.*

## Yogalatte

**Thu., March 8; 4:45–5:30 p.m.**  
*8 classes/\$48 reimbursable through Culture of Wellness*  
LVH–17th and Chew, School of Nursing.  
*Build your flexibility and strength through these mind/body practices.*

## You're About to Become a Caregiver

**Fri., March 2; 10–11 a.m.**  
*FREE*  
LVH–17th and Chew, Center for Healthy Aging  
*Learn how to get help, plan for the future and care for yourself, too.*

## Saving for College Education

**Wed., March 21; LVH– Cedar Crest, classroom 2**  
**Thu., March 22; LVH–Muhlenberg, ECC Conf. Rm. C**  
**Tue., March 27; LVH–17th and Chew, auditorium**  
*AIG VALIC, the company managing our retirement plans, hosts these seminars to help you save for a college education.*  
**Registration is required.**  
*Call 1-800-450-7113 or visit [www.valic.com/seminars](http://www.valic.com/seminars) and enter seminar code 3074ALL11AC. Lunch will be provided.*

## 500 Reasons to Refer a Physician—

To learn more, call 610-402-CARE or visit the Internet at [www.lvh.org](http://www.lvh.org).

# Happy Anniversary! MARCH 2007



## Celebrating 30 years!

### Gail Gillespie

Patient Account Specialist, inpatient psychiatry LVH-Muhlenberg

### Most Memorable Moment Here

The day I was hired as a file clerk, I felt very lucky and honored to have been chosen to be a part of this organization.

### Inspiration at LVHNN

All the wonderful people I have worked with and met.

### Best Virtues

Accountability and dependability

### Other Areas Where I Worked

Medical records, volunteer office and behavioral health

### Favorite Pastime

Counted cross stitch, following sports, and traveling and playing with my pet miniature dachshund, Rosie

### Favorite Cafeteria Food

Salad



Intranet: [www.lvh.com](http://www.lvh.com) • Internet: [www.lvh.org](http://www.lvh.org)

**CHECKUP** is a magazine for employees of

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## 35 YEARS

**Michael Billowitch**  
Engineering

## 30 YEARS

**Gail Gillespie**  
Clinical Social Work

**Margaret Jessup**  
EEG

**Mary Shannon**  
Engineering

## 25 YEARS

**Lana Brago**  
EMR Capital

**Carol Fortenbaugh**  
Obstetrics

**Linda Hoskins**  
Volunteers Office

**Cathleen Webber**  
Dept. of Surgery

## 20 YEARS

**Lori Beers**  
Mammography

**Sherry Faux**  
LVPG Materials Management

**David Fluck**  
ASU

**Anne Holler**  
Dept. of Medicine

**Nancy Huber**  
Patient Accounting

**Bozena Madej**  
Medical Records

**Lori Ryan**  
Respiratory Therapy

### For the record

In last month's *CheckUp*, Joe Tomko's answers were printed incorrectly. Here is the correct information.

## 15 YEARS

**Susan Bomboy**  
NICU

**Wendy Cagigas**  
Diagnostic Care Center

**Marie Fleming**  
Pharmacy

**John Fritsch**  
Info Svcs Technical Operations

**Carolyn Oswald**  
Admitting Office

**Kenneth Sloyer**  
Sleep Disorders Center

**Susan Steiner**  
Physician Services

**Kelly Wanamaker**  
Radiation Oncology

**David Zimmerman**  
Marketing/Public Affairs

## 10 YEARS

**Lillian Ask**  
Riverside Family Practice

**Jennifer Brooks**  
Benefits Verification

**Traci-Lynn Caprio**  
Info Services

**Maria Cruz**  
Transitional Trauma Unit

**Nancy Dilcher**  
CECE Ctr

**Timothy Docherty**  
Environmental Health & Safety

**Dan Harris**  
Sterile Processing

**Denise Kaiser**  
Case Management

**Judith Lobach**  
Spectrum Administrators

**Patricia Petrilla**  
Physical Therapy

**Dolores Reimert**  
Float Pool

**Carol Riepensell**  
LVPG Coding

**Cheri Shade**  
Benefits Verification

**Kathleen Shaffer**  
LVPG Training

**Traci Steltz**  
Cancer Financial Services

**Tina VanBuren**  
MICU/SICU

**Mary Wechsler**  
Emergency Services

## 5 YEARS

**Gregory Addvensky**  
Emergency Services-LVH-CC

**Stacey Becker**  
Specialty Float Pool/ER

**Rena Berg**  
Development

**Marsha Binder**  
Express Admit Unit

**Alicia Bohar**  
Healthworks-Bethlehem Twp

**Tammy Bohner**  
Pediatrics Unit

**Susan Borst**  
Surgical Specialists/Trauma

**Kendra Broscius**  
Float Pool

**Robert Churetta**  
Engineering

**Denise Contreras**  
5T Med/Surg

**Stephen Daley**  
Radiation Oncology

**Paul Delpais**  
Emergency Services-LVH-CC

**Nicole Echorst**  
LVPG Training

**Sanjuanita Gallardo**  
5B Medical/Surgical Unit

**Norka Garcia Marquez**  
OBGA Center City

**Robin George**  
Diagnostic Radiology

**Dorothy Gilbert**  
4A Medical Surgical Unit

**Theresa Godshall**  
LVAS LVH-Cedar Crest

**Marcia Griffith**  
LVPG Compliance

**Barry Henritz**  
Patient Transport Services

**Laura Hotchkiss**  
Progressive Coronary Care Unit

**Kim Kelly**  
Patient Care Services

**Jarrod Kile**  
Pharmacy

**Amy Kistler**  
5B Med/Surg

**Matthew Kunkle**  
Nursing Float Pool

**Carol Lackner**  
7B Med/Surg

**Faithmaria Lauer**  
LVAS-LVH-17th

**Kristine Lyons**  
NICU

**Paul Marth**  
AV & Media Services

**George McCracken**  
Home Care

**Shelly Michlovsky**  
Labor & Delivery

**Keri Mitch**  
Emergency Services-LVH-CC

**Lakshmanan Padmanabhan**  
Info Svcs Financial/Admin Sys

**Lori Parmes**  
Admissions

**Jo Ann Petro**  
Marketing/Public Affairs

**David Regan**  
Specialty Practice Management

**Christine Renninger**  
Home Care

**Jeanette Rodriguez**  
Float Pool

**Edward Roma**  
Patient Transport Services

**Samia Saleet**  
Behavioral Health

**Carol Schiaffo**  
Security

**Tammy Straub**  
Perioperative Services

**Amalia Villarreal**  
3A IPCU

**Lisa Zelko**  
Radiation Oncology

### Joseph Tomko

Clinical staff pharmacist LVH-Muhlenberg

### Most Memorable Moment Here

The care that was given to my late dad at LVH-Cedar Crest in 2005. He was admitted to the Neuroscience Intensive Care Unit where they took phenomenal care of him.

### My Inspiration at LVHNN

Our intensivists, because of their dedication and level of knowledge. I have total confidence and trust in the entire team.

### Best Virtue

Punctuality

### Other Areas Where I Worked

None; I've been in pharmacy all 30 years.

### Favorite Pastimes

The great outdoors, and I love to grill and spend time with my wife.

### Favorite Cafeteria Food

Soup

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Celebrating 30 years!