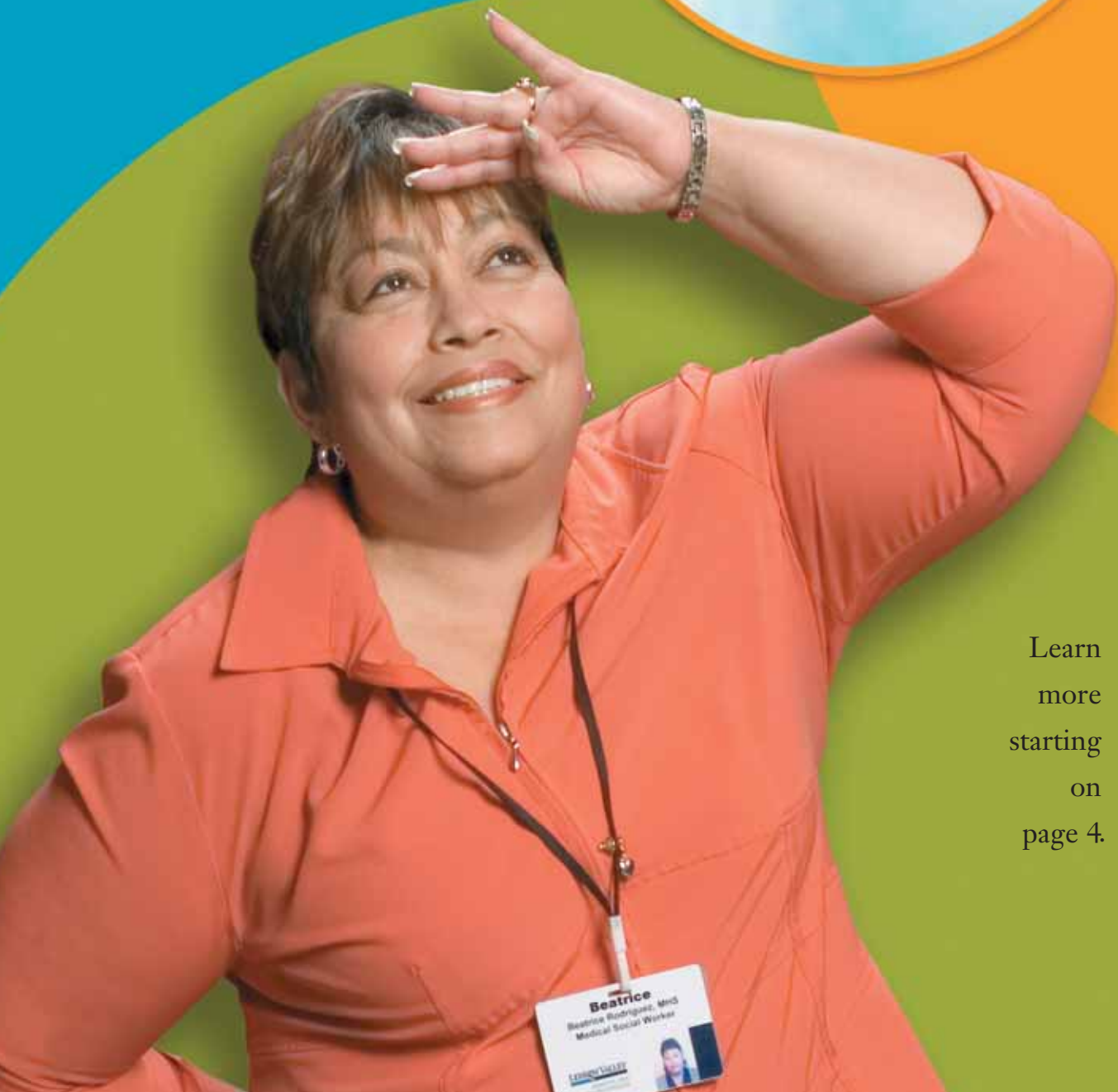


Every workday is a day closer to retirement



Learn
more
starting
on
page 4.



It All Adds Up

We've come a long way. The numbers behind our decade of growth prove it.

INSIDE THIS ISSUE

Privacy

- It All Adds Up** 2 & 3
Get the data behind our success
- Your Life, Choice, Plan** 4 – 7
Tick...tick...tick...it's almost time to make your retirement choice
- Make an Informed Decision** 7
Confused about retirement? Get guidance at these sessions.

Respect

- A Generous Spirit** 8
Colleagues remember Kathy Bulla
- Service Stars** 9
Amy Thomas, R.N., Doris Puyarena, Maria Sanchez and Brad Fulmer
- Working Wonders** 9
Thanks to Paul Dombrosky, the call goes through

Involvement

- STAT. Your Patient Needs Help. Who Should You Call?** 10
Quality care from the Rapid Response Team
- Someone Is Having a Heart Attack. What Should You Do?** 11
Have no fear...portable defibrillators are here

Dignity

- What's Happening** 12
- Meet LVHNN's New Physicians** 13
- PRIDE in Our People** 14 & 15
- LVH-Cedar Crest Construction Update** 15
- Service Anniversaries** 16
Stephanie Genovese celebrates 30 years

Empathy

I remember my very first employee forum.

A longtime colleague and I recalled it recently. It took place about a decade ago in the LVH-Cedar Crest auditorium. As I looked into the audience, I saw a sea of people with arms folded, concerned looks on their faces. Nobody spoke up. "They were unhappy, skeptical and cynical," this colleague recalled.

Look how far we've come. Last year's employee forums were lively and spirited, filled with progressive discussions and thought-provoking questions. The forums are just one of the many symbols of positive change we see all around us.

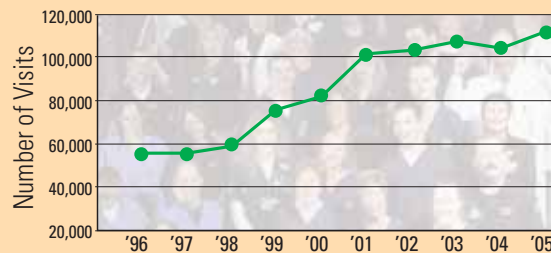
We talk often in this space about our successes, but it's far more than just talk. Thanks to your talent, exuberance and diligence, we've made significant progress in seven key areas over the past decade. Here are the numbers behind our success at Lehigh Valley Hospital (which includes LVH-Cedar Crest and LVH-17th and Chew Streets) and LVH-Muhlenberg:

We're the top choice for care in our community.

Our reputation for quality care means more people than ever before are choosing us for their care. Our inpatient admissions climbed from less than 30,000 a decade ago to more than 45,000 today, and our emergency department visits grew from less than 60,000 to more than 100,000.

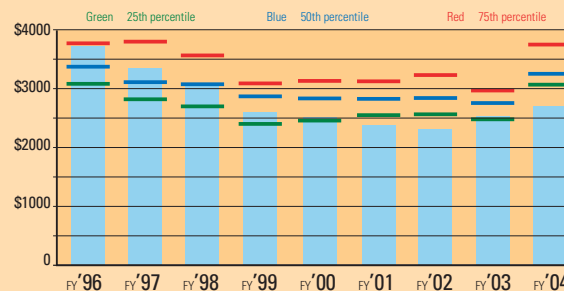
We're seeing this tremendous growth in almost every other area, too, from home care to outpatient physician visits.

Emergency Department Visits



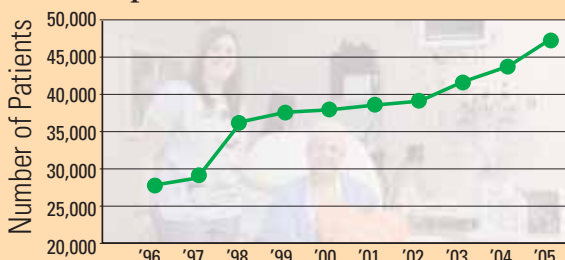
We're a model of efficiency. The cost of health care is a concern to everyone, so we work hard to find efficiencies. You find Working Wonders to improve our care and save money. You also create better processes, leading to reductions in emergency

Labor Costs Per Patient Case



room wait times and operating room holds. (Read about our PACU Alert team elsewhere in this *CheckUp*.) As a result, we operate as one of the most cost-efficient hospitals of our size (about the 25th percentile of our peer group). That means more than three-quarters of hospitals our size are more costly than we are.

Inpatient Admissions



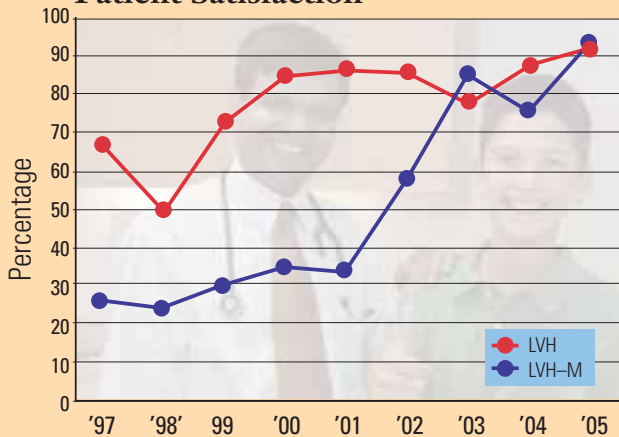


We're a great place to work. Honors like our Magnet designation are a symbol of our ability to find the best people to join our team, and then find the right place for them to excel. You told us how great you think we are when more than 9 out of 10 of you said, "I love the work

I do in my department." Our most recent employee satisfaction score climbed to 70.5 (it was 64 and 60 in the two prior surveys). We are proud of our team and our positive work environment.

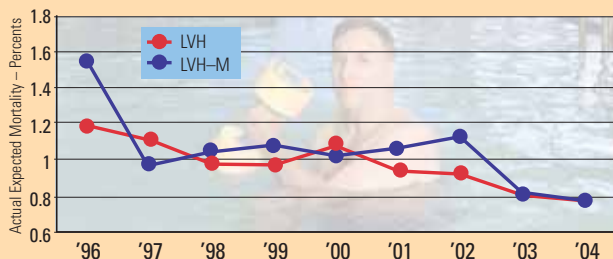
We're making our patients smile. You put our patients first, and it shows. Our patient satisfaction scores have steadily increased, and now often run above the 90th percentile in terms of "likelihood of recommending a hospital."

Patient Satisfaction



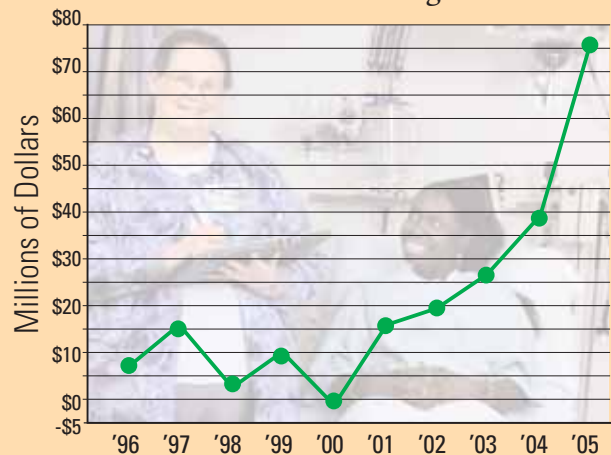
We're helping our patients get well. The most important statistic in any hospital is how well it cares for the people in its community. We report our mortality rates to a national database, which compares us to similar hospitals. Our mortality is currently 0.8—or less than expected.

Patient Outcomes



We're financially strong. Thanks to our hard work, we've created an excellent reputation in our community. Because we are caring for more people, controlling our costs, working in a vibrant environment, pleasing our patients and creating better outcomes, our financial performance is improving. This strength allows us to continue bringing our community the highest quality care.

Patient Services Net Margin



As a not-for-profit organization, we invest all of our surplus (we call it a "patient services net margin") back into our community. That means we offer free care for people who are unable to pay for needed services. It also means we can continue investing in the latest technology and the newest facilities for the benefit of all.

It all adds up. We've enjoyed a decade-long process of steady, thoughtful and focused growth, and it's given us superior results. The days of skepticism are long gone, replaced instead by optimism and confidence. So long as we remain dedicated to providing the highest quality care for our community and remain focused on our cost discipline, we'll continue to exceed the expectations of everyone around us.

Lou Liebhaber, Chief Operating Officer



Your Life Choice Plan

We've selected a vendor. **Now it's time to consider all your new retirement options.**

LVHHN currently offers a:

- 403(b) plan, for its not-for-profit entities, which is administered by three different vendors (AIG VALIC, CitiStreet and Fidelity); and
- 401(k) plan, for its for-profit entities, which is administered by Diversified Investment Advisors.

Depending on your employment history, you may have account balances with one or more of these administrators. And, each offers a different range of investments—through a variety of investment managers—with varying fees and administrative procedures. You also may have account balances with prior LVHHN vendors such as Lincoln National.

Managing these multiple accounts can be confusing. As part of the Retirement Choice program, we've decided to use one company to administer our current savings plans as well as our new Personal Retirement Plan. After a thorough review of potential vendors, we have chosen AIG VALIC—a leading provider of retirement services—to be our sole administrator effective July 1, 2006. This means:

- **“One-stop shopping” for all your plan accounts.** Effective with the first pay period in July 2006, all future contributions to your 403(b), 401(k) and Personal Retirement Plan will be invested with and administered by VALIC.
- **New selection of investment funds for your retirement savings.** You may choose from 19 professionally managed funds. VALIC offers a range of funds allowing you to create an investment strategy that can fit both your needs and your investment style.
- **Improved access to information** and the ability to more easily track the performance of your plan accounts through VALIC's Web site and online tools such as VALIC Retirement Manager.

A tool to help you decide—When it's time to weigh your retirement choice options, you'll have access to an online tool you can use in the privacy of your home. You'll be able to change variables, like your monthly retirement contribution and the age at which you plan to retire, to find out which retirement option is best for you and your family.



- **One-on-one retirement planning with a VALIC financial advisor.** Through individual, face-to-face meetings, VALIC financial advisors provide a wide range of on-site services to plan participants, including computer-based retirement planning and asset allocation services, plan enrollment, financial education programs and annual account reviews.



How and when does this affect your retirement benefits?

Beginning July 1, 2006, no new money may be contributed to CitiStreet, Diversified, Fidelity or our current VALIC plan. When you make your Retirement Choice election, you will be asked to visit VALIC's Web site and make savings and investment elections for contributions that will be made beginning July 1, 2006. You also can speak with a VALIC representative to discuss your enrollment.

This change in administrator also may affect your existing 403(b) or 401(k) accounts.

If you have an LVHHN 403(b) plan account...

You have a choice and you can:

Keep your account balance as of June 30, 2006 with your existing vendor—AIG VALIC, CitiStreet or Fidelity.

or

Consolidate your accounts by transferring that money to a new account with VALIC. (Note: VALIC investment fund choices and program expenses differ between the current and new arrangement, so you may want to consider transferring your VALIC savings as well.)

You will have a one-time opportunity to consolidate your 403(b) savings with VALIC without the risk of any charges to your account, often referred to as "surrender fees." That's because VALIC will reimburse your account for any surrender fees incurred for money transferred from your existing 403(b) account to VALIC, provided the funds are transferred by June 30, 2007. You may be charged a surrender fee to transfer money after that date.



Beatrice Rodriguez loves to help people. That's why when she retires as a home care case manager, she'll travel to Panama to teach the country's underprivileged children to read and write.



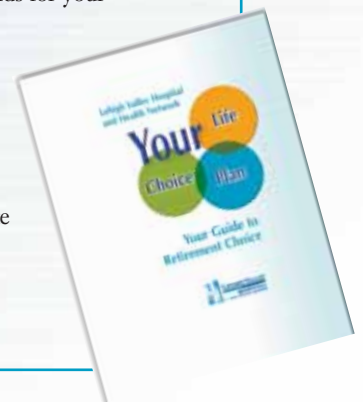
If you have an LVHHN 401(k) plan account...

Your savings in that plan as of June 30, 2006 will be transferred to VALIC effective July 1, 2006.

Your money will automatically be directed or “mapped” to similar funds with VALIC. This mapping process will require a blackout period during which time you will not be able to access account information, change investments or withdraw any funds transferring from Diversified to VALIC. This is necessary to allow adequate opportunity to reconcile all transferred fund balances. Note: Any money currently invested through a Schwab Personal Choice Retirement Account will not be affected. You will continue to have access to the same full range of investing services as you do now; the only difference is that your Schwab account will be re-registered to VALIC effective July 1, 2006. You will receive information from VALIC regarding the re-registration process.

Once your Diversified savings are transferred to VALIC, you can visit VALIC’s Web site to change how this money is invested in addition to choosing investment funds for your future contributions. You may elect separate investment funds for your old and new money.

Later this spring, you will receive more details about VALIC, including investment fund information, VALIC’s online tools and resources, and access to a VALIC financial advisor. VALIC advisors also will be available on-site during the Retirement Choice enrollment period to help you select the most appropriate investments for your financial situation, answer your questions and give you more information about their services. VALIC financial advisors also will be available seven days a week by phone.



In next month’s *CheckUp*, we’ll take one last look at your Retirement Choice options and remind you about what’s ahead as you make your decision.

Coming soon to your mailbox—Keep an eye out for your Retirement Choice Decision Kit that will be mailed to your home in late March. It will include all the information you need to choose your retirement program option, including your personalized statement, a document that contains economic information specific to you.

Respiratory therapy clinical educator Ken Miller loves children and enjoys sports. In his retirement, he dreams of having the time to combine the two by being an umpire for youth baseball games.

Make an Informed Decision

Attending a retirement meeting is the first step toward making your retirement dream come true

You have from April 1 to May 31 to enroll in your future retirement benefits. As you make a decision, there's a lot to consider, and you may have many questions. To help you feel comfortable about the decision you make, we're holding many one-hour retirement meetings from March through May. Meetings also will be held at various LVPG practices. See your Retirement Choice Decision kit or e-mail for a complete schedule. Representatives from LVHHN and AIG VALIC, the company handling our retirement plans, will be available to answer your questions.

There's no need to sign up, just stop by one of these scheduled meetings:

LVH–Cedar Crest

Mon., March 27 at 7:30 a.m.; Classroom 1
Tue., March 28 at 9 a.m.; Classroom 1
Wed., March 29 at 2 p.m.; Classroom 1
Fri., March 31 at 2 p.m. and 3:30 p.m.; Classroom 1

Mon., April 3 at 9 a.m.; Classroom 1
Tue., April 4 at 7:30 a.m. and 9 a.m.; Classroom 1
Wed., April 5 at 2 p.m. and 3:30 p.m.; Classroom 1
Fri., April 7 at 2 p.m. and 3:30 p.m.; Classroom 1

Mon., April 10 at 7:30 a.m.; Auditorium
Tue., April 11 at 2 p.m. and 3:30 p.m.; Auditorium
Wed., April 12 at 9 a.m.; Classroom 1
Thu., April 13 at 2 p.m.; Classroom 1

Tue., April 18 at 2 p.m.; Auditorium
Wed., April 19 at 3:30 p.m.; Classroom 1
Thu., April 20 at 9 a.m.; Classroom 1
Fri., April 21 at 7:30 a.m.; Classroom 1

Mon., April 24 at 7:30 a.m. and 9 a.m., Auditorium
Tue., April 25 at 9 a.m., Auditorium
Wed., April 26 at 2 p.m. and 3:30 p.m.; Auditorium
Fri., April 28 at 3:30 p.m.; Classroom 1

Mon., May 1 at 3:30 p.m.; Classroom 1
Tue., May 2 at 9 a.m.; Classroom 1
Thu., May 4 at 7:30 a.m.; Classroom 1
Fri., May 5 at 2 a.m. and 3:30 a.m.; Auditorium

Mon., May 8 at 7:30 a.m.; Classroom 1
Tue., May 9 at 2 p.m. and 3:30 p.m.; Auditorium
Wed., May 10 at 2 p.m.; Classroom 1
Thu., May 11 at 7:30 a.m. and 9 a.m.; Auditorium

Mon., May 15 at 3:30 p.m.; Classroom 1
Tue., May 16 at 9 a.m.; Auditorium
Wed., May 17 at 2 p.m. and 3:30 p.m.; Classroom 1
Fri., May 19 at 7:30 a.m. and 9 a.m.; Classroom 1

LVH–Muhlenberg

All meetings held in ECC Rooms C and D

Wed., March 29 at 9 a.m.
Thu., March 30 at 2 p.m. and 3:30 p.m.
Tue., April 4 at 2 p.m.

Mon., April 10 at 3:30 p.m.
Tue., April 18 at 7:30 a.m.
Wed., April 19 at 8 a.m. and 9:30 a.m.
Thu., April 27 at 2 p.m. and 3:30 p.m.
Fri., April 28 at 9 a.m.

Wed., May 3 at 7:30 a.m.

Tue., May 9 at 9 a.m.
Fri., May 12 at 2 a.m. and 3:30 a.m.

Wed., May 17 at 8 a.m. and 9:30 a.m.
Thu., May 18 at 9 a.m., 2 p.m. and 3:30 p.m.
Fri., May 19 at 2 p.m.

LVH–17th and Chew Streets

All meetings held in the auditorium

Thu., March 30 at 7:30 a.m. and 9 a.m.
Wed., April 5 at 7:30 a.m. and 9 a.m.
Thu., April 6 at 2 p.m. and 3:30 p.m.

Tue., April 11 at 9 a.m.
Wed., April 12 at 2 p.m.
Mon., May 1 at 7:30 a.m. and 9 a.m.
Thu., May 11 at 2 p.m. and 3:30 p.m.

1245 S. Cedar Crest

Tue., March 28 at 7:30 a.m. and 3 p.m.; Staff meeting room

1249 S. Cedar Crest

All meetings held in the lower level conference room

Fri., March 31 at 9 a.m.

Mon., April 24 at 2 p.m.
Thu., April 27 at 9 a.m.

Wed., May 3 at 2 p.m.

2166 S. 12th Street

All meetings held in the 1st floor conference room

Thu., April 6 at 9 a.m.

Fri., April 21 at 3:30 p.m.

Mon., May 8 at 3:30 p.m.

A Generous Spirit

Colleagues recall the warmth and laughter Kathy Bulla brought to all

Christmas is a time for giving,

and that's just how Kathy Bulla celebrated it. "She would invite everyone from work to her home," says colleague Kathy Koch, a lab technologist for Health Network Laboratories. "And she'd send everyone home with a tin of cookies. Her specialty was chocolate drop cookies." Another year, Bulla handpicked berries and made her colleagues homemade jelly.

It was Bulla's generous spirit that her friends and colleagues will miss most. Bulla, manager of the blood bank for 25 years, died tragically in January. "She was my right hand," says Bala Carver, M.D., Health Network Laboratories' medical director, who attended Bulla's wedding last year. "Kathy treated my son, Christopher, like her nephew."

A champion of LVHNN's blood drives, Bulla sent countless e-mails urging colleagues to donate—contributing to the collection of more than 2,100 units of blood during the past five years. She also arranged an annual breakfast to celebrate donors who gave blood three times in a calendar year.

Inside and outside the office, Bulla's vibrant personality made people smile. "She was always laughing and giggling, and always willing to try new things—golfing, cooking, baking, gardening, crafting, water skiing," says Rosemary Dotterer, a technician in the HLA laboratory.

Deb Gress, a technician, recalls frequent golfing trips with Bulla. "We were just happy if we hit the ball and it went in the right direction," she says. "Kathy would say, 'Why should we carry the whole bag for nine holes? We only use one club.'"



The blushing bride—Chad Carver, information specialist for the medical library, dances with Kathy Bulla at her wedding. David Beckwith, president and CEO of Health Network Laboratories, remembers teasing Kathy during a meeting after her wedding. "I made a big deal out of our having a 'Mrs.' Bulla in our midst. She beamed with joy," he says. "That's the Kathy I will remember."



One word comes to mind when Chris Cressman, a lab technologist, thinks about Bulla: shoes. "She had these gold shoes that were like ballerina slippers," she says. "Actually, she had them in all colors."

Bulla's colleagues miss the clumping sound those shoes made on the floor when she walked. They also miss the way she would stand with one leg crossed over the other, and her tendency to blush at anything.

Her husband, Bob, enjoyed all those characteristics about her and more. "Kathy loved to travel, whether it was to England or Greece, or on our annual December trips to Williamsburg, Va.," he says. "She loved to decorate our house and work in the garden. My time with her was the happiest of my life."

Surrounded by

colleagues—Kathy Bulla (back row, center) spent many hours after work at events like craft nights and supper clubs with her colleagues, including (clockwise from upper left) Sheryl Shegina, Karen Harrison, Julie Mehta, Marjorie Te, Judy Heffelfinger, Melissa Snyder, Barb Matika, Bala Carver, M.D., Kathy Koch, Giuliano Liberatore and Carol Durka

Kimberly Hassler



SERVICE STARS of the MONTH

When Deborah Salles, a patient on 4C, was too ill to make it to her wedding, these colleagues (below) stepped in and threw a dream wedding for her and her fiancé. Top left: Amy Thomas, R.N., pushes Salles down a rose-petal-covered aisle. Middle left: Salles and James Mayer exchange their wedding vows. Bottom left: The happy couple is whisked away on a hospital golf cart with a “just married” sign. Featured in February’s *CheckUp*, this heartwarming story shares the extraordinary steps taken by colleagues to make this couple’s start in life together a joyous one. If you missed it, you can read the story by visiting the intranet at www.lvh.com or by calling 610-402-CARE.



SERVICE STARS

Maria Sanchez, technical partner;
Brad Fulmer, security officer; Doris Puyarena, technical partner;
and Amy Thomas, R.N.

Congratulations to Award Nominees

Tina Moyer, medical records technician, hospice, LVH-17th and Chew
Nominated by Doris Williams, home health aide, Lehigh Valley Home Care

Celia Pereira, clerk, diagnostic care center, LVH-17th and Chew
Nominated by a colleague

Joe Kieba, certified registered nurse anesthetist, LVH-Cedar Crest
Nominated by Dottie Pecka, R.N., post anesthesia care unit

Glenn Auman, visitor assistant, security
Nominated by Carolyn Suess, analyst/programmer

Al Saccani and Francesca Albeck, barbers, LVH-Cedar Crest
Nominated by Krista Casey, clinical information analyst, LVH-Cedar Crest

Mindy Longenbach, physical therapy assistant; and Gayle Levas, therapist, base service unit
Nominated by each other

Herman Caraballo, technical partner, 6T, LVH-Muhlenberg
Nominated by Beth Kessler, director, 6T/7E, LVH-Muhlenberg, and Teresa Bargowski, patient

To nominate a star, go to e-mail’s bulletin board at [Forms_rewards](#). Right click to “use form.”



WORKING WONDERS

Paul Dombrosky rings up savings

Fixing a cracked lens on nurses’ wireless phones used to be costly, until information systems subject matter expert Paul Dombrosky found a better idea.

The phones, used by nursing staff to communicate with other caregivers and families, are clipped on scrubs and consequently get banged around. The repairs used to cost a minimum of \$125 per phone. “I figured there had to be a more affordable solution, so I contacted the distributor to get a stockpile of lenses,” Dombrosky says. “Now, they are replaced in-house for just \$9.72 each.”

Dombrosky’s Working Wonders efforts didn’t stop there. When the new LVH-Muhlenberg opened last year, he evaluated the usage of its business lines—phone lines that are used for faxes and modems and not on the 884 exchange. He discovered that 34 of the 48 lines weren’t being used. Disconnecting them lowered our phone bill by more than \$700 per month.

Kimberly Hassler

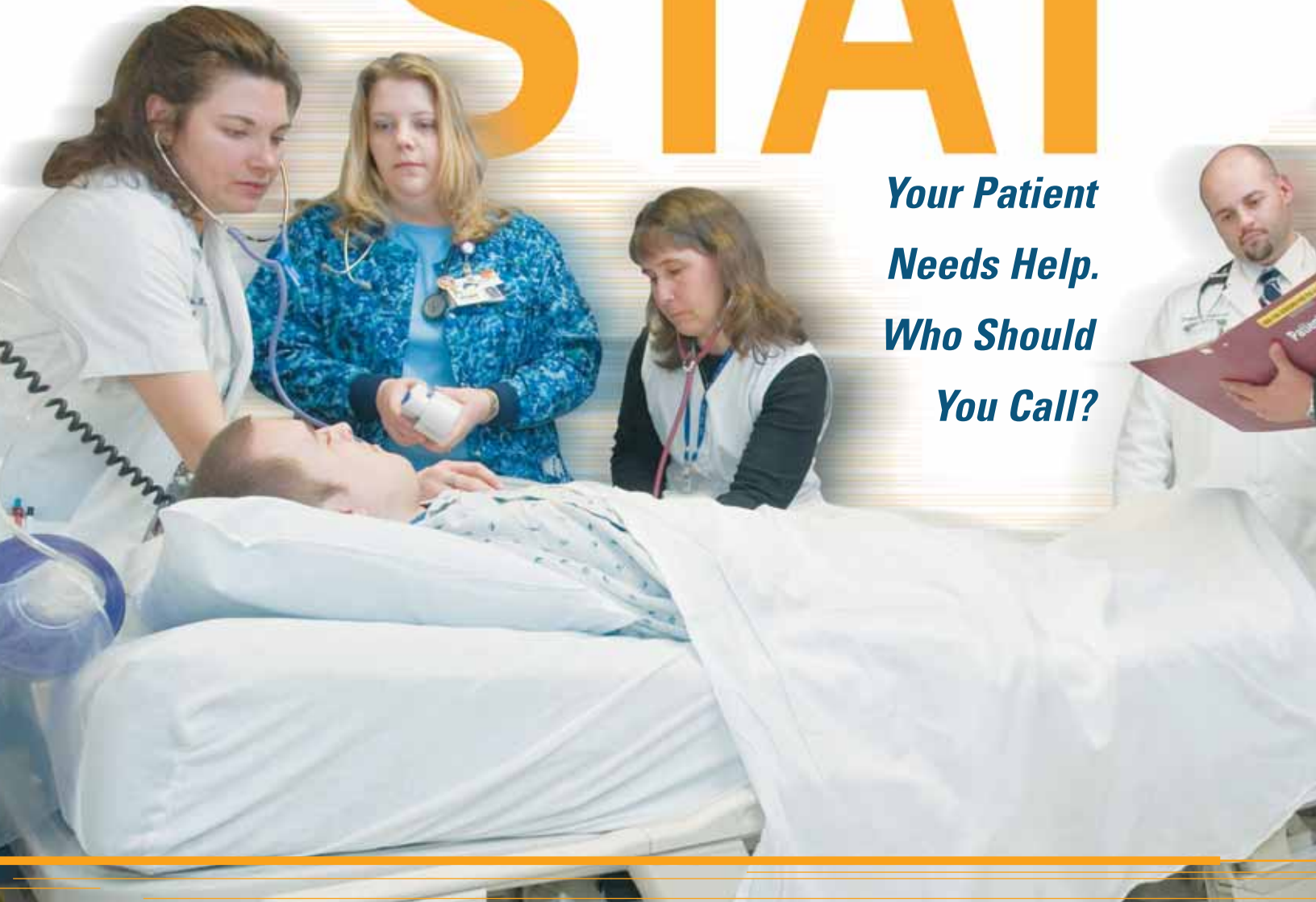
How It Adds Up

IDEA	In-house wireless phone repairs and verifying phone lines
BY	Paul Dombrosky
ANNUAL SAVINGS	\$4,139 to date
AWARD AMOUNT	\$414

Submit an idea at home on www.lvh.org, at the hospital on www.lvh.com, via the e-mail [W-W_Submissions](#) bulletin board, or via interoffice mail to Jacqueline Straley, management engineering.

STAT

*Your Patient
Needs Help.
Who Should
You Call?*



The new Rapid Response Team is available 24-7 to help care for patients who are in trouble and to reduce code blues

You're a medical-surgical nurse. You notice your patient's blood pressure and heart rate is dropping, and he doesn't look right. You're not sure what's wrong. What do you do? In the past you would have called the patient's attending physician or the resident. Now you can call the Rapid Response Team (RRT), too.

A team of experts—a critical care nurse, respiratory therapist and hospitalist—quickly arrives to help you assess and treat your patient, while you continue communicating with the attending physician.

"Patients can begin to deteriorate before a cardiac or respiratory arrest occurs (the heart stops or breathing stops)," says nursing administrator Molly Sebastian, R.N. In fact, 66 percent of patients show signs and symptoms of cardiac arrest six hours before it occurs. "We hope to reach patients before their symptoms worsen," Sebastian says. "Our goal is to decrease code blues (cardiac arrests) on medical-surgical units and improve patient care." In 2004, 245 code blues were called throughout the network.

Before RRT, if a patient's respiratory status changed, the nurse would try to contact the attending physician, who would consult with the nurse and a respiratory therapist about what to do. Now, in addition to calling the attending physician, the nurse can call the RRT.



To the rescue—When you're not sure what's wrong with your patient, the Rapid Response Team can help, as seen in this mock scenario. The team: respiratory therapist Kimberley Strucke (left), critical care nurse Sandra Derbyshire, R.N. (center), internist Christopher Cutitta, D.O., and hospitalist William T. Ford, M.D. (both right), respond when called by Jill Hinnershitz, R.N. (second from left), to help a patient on 7A.



Someone Is Having a Heart Attack. You're Not a Caregiver. What Should You Do?

It's as easy as A-E-D

You're in the office when your colleague suddenly collapses. You're not a clinician, but can you still help?

Yes, thanks to a powerful new lifesaving tool called an automated external defibrillator (AED). This computerized device analyzes the person's heart rhythm and jolts the heart back to normal if there's a cardiac arrest. "We now have 14 AEDs for our clinics, professional office buildings, health centers and security colleagues," says Don Hougendobler, director of safety. "They're readily accessible in the entranceways of those facilities."

So, if you see someone in trouble, here's how to respond:

Act fast. A person's chances of survival decreases by 10 percent every minute.

Call 5-5-5. You (or someone with you) should call LVHNN's emergency hotline immediately.

Use the AED. It's best if the AED user also knows CPR, says paramedic Joel Calarco of the Emergency Medicine Institute. But if that's not possible, don't hesitate. Open the device, turn it on, apply the pads to the victim's chest and follow the prompts. If you know CPR, apply one shock followed by immediate CPR beginning with 30 chest compressions. Check for a rhythm after two minutes of CPR.

Joe Candio Jr.

Do you know the new CPR guidelines? If your job requires CPR certification, you can get it free here and learn the new regulations. Read more on page 12. To learn the exact location of our 14 AEDs, visit the intranet at www.lvh.com or call 610-402-CARE.

"If a patient is in real trouble and needs to be stabilized, we can do it," says Sandy Derbyshire, R.N., of MICU/SICU, who will rotate shifts with other critical care nurses on the RRT. "We also can get patients to critical care faster, if necessary."

For many years, respiratory therapists have been on call to help nurses if their patient was having respiratory problems or if they weren't sure what was wrong. "By adding a critical care nurse and hospitalist to the response team, we're taking our care to a higher level, bringing more experts to the bedside," says respiratory therapist Steve Pyne.

Based on hospitals our size, it's anticipated the RRT will be called twice a day. After each call, the team will discuss the case—what went well and what could have been better.

The RRT is available to medical-surgical and step-down units at LVH-Cedar Crest. Over the next few months, RRT also will be implemented for similar units at LVH-Muhlenberg.

Sally Gillotti

Need the Rapid Response Team? If you are a nurse on a medical-surgical or step-down unit and need the Rapid Response Team, call a paging operator at extension 1199 and have the RRT paged.

What's Happening at LVHHN



What Does That Mean?

If someone mentioned our “bed board,” would you know what he was talking about? If not, there will soon be a new way for you to become familiar with our hospital jargon. Starting this month, you can visit the new site from the intranet home page (www.lvh.com) called “What Does That Mean.” You’ll find a detailed list defining

hundreds of hospital terms and acronyms, including the bed board (it’s an electronic, color-coded monitor that tracks the status of every hospital bed). Want to add to the list? Either e-mail your suggestion from the intranet or fill out a postcard and drop it in one of the suggestion boxes located in all three hospital cafeterias.

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

March 6 **The Multiple Sclerosis Journey** **Mon., March 6**
 FREE
 2 – 4 p.m. LVH-17 and Chew, Center for Healthy Aging
 This interactive workshop will help you learn to cope with multiple sclerosis.

March 7 **Where To Step In: EAP Training for Managers and Supervisors** **Tue., March 7**
 FREE
 9 – 11 a.m. 2166 S. 12th St., 1st Flr. Conf. Rm.
 Learn how this Preferred EAP program can help.

Spit Happens – Reflux and Your Baby **Tue., March 7**
 FREE
 7 – 8 p.m. LVH-Cedar Crest, classrooms 1 and 2
 Learn about reflux and what you can do if it becomes a problem.

March 8 **The Overweight Child** **Wed., March 8**
 FREE
 7 – 8 p.m. Southern Lehigh Public Library, Center Valley
 Learn strategies to help your children stay healthy and active and combat obesity.

March 15 **Your Teen’s First GYN Exam** **Wed., March 15**
 FREE
 7 – 8 p.m. LVH-Cedar Crest, auditorium
 This program helps prepare you and your daughter for her first gynecologist visit and to make good health choices.

March 17 **CPR Certification** **Fri., March 17**
 9 a.m. – 1 p.m. 2166 S. 12th St., Lower Level
 Learn the new CPR guidelines. Class is free *only* for employees whose job requires certification.

March 18 **Athletes with Diabetes** **Sat., March 18**
 \$30 per family – continental breakfast included
 8:30 a.m. – 12 p.m. LVH-Cedar Crest, classrooms 1, 2, and 3
 This program brings together medical experts and special guests to help athletes with diabetes and their parents.

March 21 **Dealing With Conflict** **Tue., March 21**
 FREE
 9 – 11 a.m. 2166 S. 12th St.
 Learn effective communication and listening skills at this Preferred EAP program.

March 22 & 23 **CPR Recertification** **Wed. and Thu., March 22 and 23**
 LVH-17 and Chew, School of Nursing, Parlor A
 Wed., March 22 – 10 a.m. – 9 p.m.
 Thu., March 23 – 7 a.m. - 10 a.m.
 Brush up on the new CPR guidelines. Class is free *only* for employees whose jobs require recertification.

March 29 **Facilitation Workshop** **Wed., March 29**
 FREE
 8 a.m. – 4:30 p.m. LVH-Muhlenberg, Banko 1 and 2
 Learn how to become an effective leader and facilitator.

Meet

LVHHN's New PHYSICIANS



Yevgeniy Isayev, M.D.

DEPARTMENT

Medicine

DIVISION

Neurology

PRACTICE

Lehigh Neurology
(John E. Castaldo, M.D.)

EDUCATION

National Medical University, Kiev, Ukraine

RESIDENCY

Millard Fillmore Gates Circle Hospital

SUNY at Buffalo

FELLOWSHIP

SUNY at Buffalo



Peter S. Marshall, M.D.

DEPARTMENT

Medicine

DIVISION

Pulmonary/Critical Care Medicine

PRACTICE

Pulmonary Associates
(Jay H. Kaufman, M.D.)

EDUCATION

Yale University

University of Connecticut School of
Medicine

RESIDENCY

Yale-New Haven Hospital

FELLOWSHIP

Yale School of Medicine



Martin A. Martino, M.D.

DEPARTMENT

Obstetrics and Gynecology

DIVISION

Gynecologic Oncology

PRACTICE

Gynecologic Oncology Specialists
(Richard M. Boulay, M.D.)

EDUCATION

Rutgers College

Hahnemann University School of Medicine

RESIDENCY

University of Medicine and Dentistry of New Jersey

Fellowship

University of South Florida – H. Lee Moffitt Cancer Center



Michael J. Moritz, M.D.

DEPARTMENT

Surgery

DIVISION

General Surgery

PRACTICE

LVPG-Transplant Surgery
(Pradip K. Chakrabarti, M.D.)

EDUCATION

University of Pennsylvania

University of Maryland School of Medicine

RESIDENCY

Thomas Jefferson University Hospital

FELLOWSHIP

Thomas Jefferson University Hospital



Tina M. Myers, D.O.

DEPARTMENT

Family Medicine

PRACTICE

Pennsburg Family Practice

EDUCATION

Gannon University

Lake Erie College of Osteopathic Medicine

OSTEOPATHIC INTERNSHIP

St. Luke's Hospital – Allentown Campus

RESIDENCY

St. Luke's Hospital – Allentown Campus

*"No One Dies Alone"
Brings Reassuring Presence*

No One Dies Alone is an end-of-life program. Specially educated volunteers provide caring companionship for hospital patients who are nearing the end of life and would otherwise die alone. To learn more about No One Dies Alone, visit the intranet at www.lvh.com. **If you're a caregiver and you'd like to request this service for a patient, call pastoral care at 610-402-8465.**

1 Taking Care of Business

For his exceptional leadership of LVHVN's United Way campaign, chief operating officer Lou Liebhaber received the Silver Bowl Award at the recent United Way wrap-up ceremony. Liebhaber, who also is chairman of the United Way's board of directors, received the award from Vicki Mayk (center), community relations director of *The Morning Call*, while Susan Gilmore (left), president of the United Way of the Greater Lehigh Valley, looked on. Our United Way campaign chairs, Pat Skrovaneck and Bill Leiner Jr., and President and CEO Elliot J. Sussman also earned the organization's President's Award for the success of the 2005 campaign. LVHVN colleagues raised \$403,000, a \$70,000 increase from the prior year.

1



2 A Woman's Heart is Different

As part of the Heart Help for Women program, Sharonne N. Hayes, M.D., medical director of the women's heart clinic at the Mayo Clinic, delivered a grand rounds presentation at LVH-Cedar Crest on "Heart Disease in Women: Sex-Based Cardiology?" She addressed sex and gender differences, with sex defined as one's biological representation and gender defined as social representation or self-identity. The educational session helped provide further understanding of the differences between men's and women's heart disease. Here, Hayes discusses her findings with Heart Help for Women's Anne Marie Crown and cardiologist Deborah Sundlof, D.O.

2



3 On The Move

Now settled into new offices at 1247 S. Cedar Crest Blvd., the development department welcomes a new senior vice president. Chuck Lewis brings with him a commitment to excellence and a desire to create the region's premier fund-raising department. "I'm proud to be with an organization that won't settle for second best," he says. Also on our development team: Ron Macaulay, Nancy Lloyd, Stephanie Schweder-Kratzer, Josephine Ritz, R.N., Valerie Thomas, Jesse Shafer, Carl Marucci, Pat White, Rena Berg, Amy Burrows, Jane Fondl, Constance Kristofik and Victoria Marencik. The department's main number is 610-402-6385.

3



4 Help is Here Express

When the Partnership for Prescription Assistance Bus pulled into LVH-17th and Chew, interpreters Sheyla Torres and Josefina Clark were there to help people learn more about accessing prescription drugs they need. The bus, designed to assist people who lack prescription drug coverage, is equipped with 10 computer terminals and six telephones for enrollment drives. The bus will travel across the country, making stops at state fairs, health clinics, retail centers and community events to raise awareness and boost enrollment in patient assistance programs.

5 Going to the Chapel and...

Brandi and Jim Wroten of Mahanoy City had their wedding plans in place, but that changed when their 4-month-old son, Skylar, needed special care in the pediatric intensive care unit. To be close to their baby and celebrate with their "second family," they married in the hospital's chapel. Chaplain Rev. Rob Reier (middle) did the honors with maid of honor Debbie Jones (left) of Lorton, Va., and best man Robert Klipola (right) of Barnesville.

6 Ready to Act

When post-anesthesia care unit (PACU) bays are full, surgeries are delayed, workdays are lengthened, and patients and families become dissatisfied with care. The solution—the PACU Alert System, designed by a LVH-Cedar Crest team including Jodi Koch, R.N. (left), Margaret Stoudt, R.N. (seated), and Pam Carrion, R.N. Through alpha page, PACU caregivers communicate with other departments to locate available beds, find alternate areas for recovery and identify available nurses to care for recovering patients. "We exceeded our goal," says perioperative services director Tammy Straub, R.N., "and achieved a 75 percent reduction in the amount of time patients are held in the OR awaiting bed placement."



Help for a hospital affected by Hurricane Katrina...new gizmos for safe patient transport...and more!

Read all about it by visiting the intranet at www.lvh.com or by calling 610-402-CARE.



4



5



6

Be an LVHHN Advocate Following a bee sting, Richard Zamorsky's arm continued to swell, even after receiving care at another hospital. He called his daughter Jaime Peters, R.N., a caregiver at LVH–Muhlenberg's Regional Heart Center—Medical, who immediately brought him to LVH–Muhlenberg. Zamorsky was treated with IV steroids and antihistamines. He quickly improved and suffered no ill effects. "I'll never go to another hospital again," Zamorsky says.

Have you referred a patient to LVHHN? If so, call 610-402-3175 or e-mail Richard.Martuscelli@lvh.com and share your story in *CheckUp*.

Your Role in Our Construction Plans

New buildings, parking decks and walkways are taking shape. But as the LVH–Cedar Crest expansion project continues, we need your help to make the process run smoothly.

Kasych Family Pavilion—With steel erection scheduled for late February, truck traffic will be heavy on the campus' western end. By using designated pedestrian walkways, you can make the ring road safer for motorists.

Front parking decks—The relocation of the water, sewer and storm lines in front of the hospital has affected visitor parking. You can:

- Tell patients and visitors to use our free and expanded valet parking service. To lessen wait time, have them call security at ext. 8220 to retrieve their vehicle before leaving their appointment.
- Notify security when planning a meeting on campus that will require extra parking or consider holding it at LVH–17th and Chew or LVH–Muhlenberg.
- Notify patients that handicapped spaces are now located along the western end of the main entrance drive.

Center for Ambulatory Medicine—As crews install exterior panels and lay the foundation for a pedestrian walkway connecting the John and Dorothy Morgan Cancer Center (JDMCC), you should:

- Be aware of truck traffic and changes in traffic patterns.
- Inform patients to use the nearby 1230 medical office building entrance due to the temporary closure of the JDMCC east entrance.



Over a five-week period, crews will install 298 precast concrete panels weighing 1,075 tons to the exterior of the Center for Ambulatory Medicine. Every panel is poured, formed and colored off-site and is ready for installation upon delivery. The panels will create the building's exterior walls.

Happy Anniversary! MARCH 2006



Celebrating 30 years!

Stephanie Genovese

Clinical Coordinator, LVH-Muhlenberg respiratory care

Most Memorable Moment Here

I have experienced 30 years worth of memorable moments with the many patients' lives I've touched and the friends I've made since working here. I even met my husband, Vince, here.

My Inspiration at LVHMH

It is inspiring to watch LVH-Muhlenberg grow and participate in the planning of the new respiratory department and pulmonary function testing lab, which handles breathing tests.

Best Virtues

My sense of humor

Other Areas Where I Worked

I have spent my entire career in respiratory care.

Favorite Pastimes

Weekend getaways with my husband

Favorite Cafeteria Food

Pizza and coffee



Intranet: www.lvh.com • Internet: www.lvh.org

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INTERNAL COMMUNICATIONS

Susan Hoffman

EDITOR-IN-CHIEF Pamela Maurer

SENIOR EDITOR Kyle Hardner

DESIGN

Nathan Billman, Paula Horvath Yoo

PHOTOGRAPHY

Scott Dornblaser, Amico Studios

PRODUCTION ASSISTANTS

Joe Candio Jr., Kimberly Hassler

30 YEARS

Erin Brazil

Burn Center

Mary Cramsey

Radiology-Diagnostic - CC

Stephanie Genovese

Respiratory Therapy

Ruth German

Post Anesthesia Care Unit

Robin Kostolsky

Vascular Lab

Charlene Miller

EMR Capital

Stephen Sabo

Plant Engineering

Patricia Skrovanek

Business Development

Cathleen Story

Radiology Admin

Judith Young

7B Medical/Surgical Unit

25 YEARS

Robyn Collins

MICU/SICU

Maryjane Daday

Human Resources Administration

Joan Leicht

Computerized Tomography

Kathy Roth

5B Medical/Surgical Unit

Darin Sawka

Sterile Processing

Sandra Smith

Transitional Open Heart Unit

Paulette Villafane

5C Medical/Surgical Unit

Janet Watson

Messenger Services

Patricia Zocco

Heart Station

20 YEARS

Deborah Angstadt

Transitional Open Heart Unit

Deborah Bassett

Emergency Services - LVH-CC

Iva Campbell

4C Medical/Surgical Unit

Cynthia Cressman

Diagnostic Radiology - Bath

Jyl Francis

Labor & Delivery

Kathleen Galicki

3A IPCU

Wade Huber

Sterile Processing - 17th and Chew

Gerrienne Keiser

Human Resources Administration

Roseann Laudenslager

Cancer Program

Beryl Loch

Staging and Recovery

Barry Mitchneck

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Peggy Pearson

Pre-op Staging

David Schad

Medical Library

Diane Semmel

Heart Station

Randall Shelly

Facilities

Mary Weierbach

LVPBS - Hematology Oncology

Jacaline Wolf

Enterostomal Therapy

Cathy Yeager

Pre-op Staging

15 YEARS

James Anderson

Supply Management

Theresa Glase

Operating Room

Elyse Kernan

Kidney Acquisition

Gregory Kile

Lehigh Valley Physician Hospital Organization

Paula Klass

Case Management

Mark Paul

4T LVH-M

Antoinette Seyler

Dental Clinic

Aaron Snyder

Security

Brian Stello

Family Health Center

Kimberly Wechsler

CECE Ctr

Heather Xanthopoulos

Vascul/Interventional Radiology

10 YEARS

Raymond Daniels

LVPBS - Hematology Oncology

Sheryl Hawk

Marketing/Public Affairs

Bonnie Keeler

Workers Compensation

Catherine Schilling

LVPG Billing

5 YEARS

Jamie Brobst

Emergency Services - LVH-CC

Gail Brown

ABC Family Peds - Allentown

Joseph Carazo

Emergency Services - LVH-CC

Tracy Dorwart

7A - Neuroscience Unit

Jodi Dronenburg

LVPG Billing

Jason Flanagan

Security

Julie Fulcher

Emergency Department

Jane Gartner

Trexlerstown Medical Center

Lisa Gonzalez

Breast Health Svcs - 17 and Chew

Cynthia Graham

Diagnostic Care Center

Todd Heffner

Security

Kathy Herron

Emergency Department

Michael Hunt

7A - Neuroscience Unit

Donna Johnson

5T LVH-M

Melanie Keller

Adolescent Psych Unit

Jessica Kurinec

Adult Psychiatry Unit

Renee Mathis

Home Care - Home Health Aide

Kateryna Mease

5T LVH-M

Stacy Michalik

TNICU

Karen Morsi

4T LVH-M

Michelle Myers

RHC Medical

Barbara Priestas

Ellsweig & Liu, M.D.

Nancy Schiesel

Medical Records

Joanne Schoemaker

Nursing Float Pool

Roseann Stefanick

Spectrum Administrators

Deborah Weis

7A - Neuroscience Unit

Dawn Wetzel

Nursing Float Pool

Terry Wieder

Obstetrics

Donna Winston

Home Care MSO

Scheduling

Tracy Young

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