

CHECK UP

JUNE 2006

A MAGAZINE FOR EMPLOYEES
OF LEHIGH VALLEY HOSPITAL
AND HEALTH NETWORK



**Laugh it off,
let it go**

Turn to page 10.

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Issues & Initiatives



What Are Our 'Hidden' Investments?

They may fly under the radar, but our considerable investments in patient safety are paramount

"How will this help improve the health of our community?" We ask this question every time we consider purchasing new lifesaving technology, launching a new program to better treat a medical condition, or making any major, capital investment.

Many times, our investments are quite visible. Just look around to see our most valuable investment—the 8,000 colleagues who help us care for our community. We go to extraordinary lengths to ensure the most talented and compassionate people work here.

If you work outside our clinical areas, our other investments might not be as obvious, but they are equally important. They are the investments we make in technology and programs that allow us to care for people in the safest, most efficient and effective way. Patients don't necessarily see these investments in action, but they get the ultimate benefit: safety and peace of mind.

Our "hidden" investments include:

- **Pharmacy robots**—Ten years ago, LVH-Cedar Crest was one of the first U.S. hospitals to use a robot to pick and dispense individually wrapped medications for patients. We recently added a second robot at LVH-Muhlenberg. This technology significantly reduces medical errors, and it frees our clinical pharmacists from hand-picking prescriptions so they can give patients their undivided attention.
- **Medication bar-coding**—We are one of fewer than 3 percent of hospitals nationwide using bar-code technology to ensure patients get the right dose of the right medication at the right time. We also have a full-time **medication safety officer**.
- **Patient safety video**—It encourages patients to partner with caregivers by asking us about proper hand-washing techniques, understanding medication safety and learning more about an upcoming procedure.

- **Lifesaving teams**—When a specialized team of caregivers immediately responds to someone in need, it saves lives. Our **rapid response team** identifies potential patient downturns and intervenes before a patient gets to physical distress. Our designation as a **JCAHO Primary Stroke Center**—one of about 200 in the U.S.—means we deliver the best care and significantly decrease the rate of death and disability associated with stroke. Our award-winning **MI Alert** program, a unique team effort among cardiology and emergency department caregivers and emergency medical technicians, allows us to deliver lifesaving heart care to people with chest pain in 90 minutes or less.
- **Orders and X-rays on computer**—Our physicians directly enter patient orders into an electronic computer system (called **CAPOE**). This significantly reduces handwriting and transcription errors, and delivers rapid, accurate information to caregivers who need it. Also, our X-rays and imaging studies are now on a computer system called **PACS**. It gets caregivers images instantly for better diagnoses and treatment.

We also invest in our Bedside Scientist Institute, our research "school" for bedside nurses; our advanced intensive care unit, which provides instant critical care for patients 24/7; and our 402-CARE call center, which helps people find doctors and enroll in wellness classes. These "hidden" investments are not cheap—they sometimes cost millions of dollars—but their benefit is invaluable.

If you know someone in our community who needs care, you can tell them with pride about our "hidden" investments. Not all hospitals have the resources to make them, but we do. It's another example of why all hospitals are not alike.

Lou Liehaber, Chief Operating Officer

'I'm Giving for My Family'

*Alberto Mendiolina
takes extra steps to treat
everyone like family*



"I try to treat everyone I meet—colleagues and patients—like they're part of my family," says technical partner Alberto Mendiolina of LVH-Cedar Crest's 4A. When his father became ill and his wife was pregnant, Mendiolina was grateful his hospital colleagues treated his family the same way.

"My father had gastrointestinal problems, and my wife gave birth to our daughter here," he says. "Because this hospital treats everyone the way you'd want to be treated, I knew they were both in good hands. The care they received inspires me to give back to the hospital."

Mendiolina enjoys his conversations with patients and appreciates the unique opportunities he has to help them. "Talking helps patients feel as comfortable as possible," he says. That's why he recently completed a course to become a certified medical interpreter and help deliver better care to Latino patients.

A technical partner for six years, Mendiolina is now doing "the things I had only seen in T.V. shows like 'E.R.,'" he says. "I'm taking care of patients and getting close to them to try and ease their pain. Being a health care worker is a very hard job, but there's always a good feeling when you help someone."

Joe Candio Jr.

INVESTING IN

Excellence Here at Home

The major fund-raising campaign, *Investing in Excellence Here at Home*, will strengthen virtually every aspect of LVHHN's care. Visit the intranet at www.lvh.com to get a **weekly update through June 14**. Each one will include:

- Inspiring stories about your colleagues
- A list of each week's prize winners
- An update of how much our colleagues are pledging

You can win!

The earlier you return your pledge card, the more opportunities you'll have to win. Weekly prizes include:

- One of six Dell Laptop Notebooks
- One of six iPod Nanos
- Gift certificates to restaurants like Bacio, Edge and Colonnade
- Complimentary one-night stays at Allentown's Crowne Plaza and the Hotel Bethlehem
- Plus the **Grand Prize!!**—A 42-inch Dell high-definition flat-screen plasma television with stereo speakers



Faced with an overwhelming problem, the SDS team worked with nursing colleagues to create a win-win solution

Your phone won't stop ringing. You and five other customer service representatives are drowning in 9,000 calls a month. Caregivers are calling for supplies for their patients—everything from catheters to razors and shaving cream. They're just not getting the necessities in time. You're frustrated. They're frustrated. What would you do?

Chris Holmes and his supply distribution services (SDS) team found the answer. They partnered with colleagues throughout the hospital to fix the problem and create such superior service, they promoted people on their team, helped caregivers spend more time with patients, and won a national award from VHA, Inc. Here's how:

Why is this happening?

To answer the question, the SDS team tracked the types of incoming calls and found many came from patient care units at LVH-Cedar Crest that ran out of supplies faster than they could be restocked. "So we changed our processes," Holmes says. "Instead of taking 12 hours to deliver supplies, we now do it in three hours from the time we receive the order."

How do we make it better?

Stocking the closets quicker wasn't the only answer. The closets needed an overhaul, too. "It used to be that when we needed a bedpan for a patient, we'd have to maneuver around a table inside the closet just to reach them," says technical partner Kathy Galicki of LVH-Cedar Crest's 3A/interventional progressive coronary unit.

To ensure the best customer service, Holmes and his team went directly to caregivers like Galicki and asked how to make the closets easier to navigate. One answer: plastic, stackable bins that created nearly 40 percent more space for supplies.

Each item is also now bar-coded, so SDS can get updates when supplies run low. They also removed clutter and, at the request of caregivers, put the most urgently needed supplies in easy-to-reach locations. "Now we have the supplies our patients need at our fingertips," Galicki says.

Serving Each Other

Now there's a better way to hand off patients to a colleague. SBAR, a communication tool first used by the military, prompts caregivers to relay a patient's Situation, Background and Assessment, as well as a Recommendation for care. It standardizes our communication throughout the network, creates better patient safety, and is a great example of the new lateral service program (see story below).

Nurses like Karen Uhler, R.N., of LVH—Muhlenberg's 4T use SBAR during shift changes. It prompts her to give information about her patients to other nurses. "It keeps everyone on the same page and improves patient safety," she says. SBAR also is used by nurses when talking to physicians on the telephone and within the Rapid Response Team.

Studies show tools like SBAR improve communication. "When communication is efficient," Uhler says, "colleagues and patients are more satisfied." SBAR is

one of the ways nurses are transforming care at the bedside. Other initiatives: communication white boards at each patient's bedside and follow-up calls to discharge patients.

To learn more about how nurses are transforming bedside care, visit the intranet at www.lvh.com or call 610-402-CARE for a copy of the May issue of *Magnet Attractions*.

Sally Gilotti



Five-star service—

That's what people like Randy Shankweiler (right) of Allentown receive on LVH—Cedar Crest's 3A, thanks to cooperation among colleagues like Jose Gonzalez Jr. (left) of Supply Distribution Services, and Kathy Galicki of 3A.



What's the **one thing** you can do to improve patient satisfaction?

"It's a question we should ask ourselves every day," says organizational development consultant Jack Dunleavy.

Our most recent patient satisfaction scores show we're at risk of slipping below the "good" (or threshold) goal in two key areas (see the Shared Success Report Card for more). "When we hit our goals, we're eligible for a Shared Success bonus," Dunleavy says. Here's how you can help:

- **Ask yourself**, "What is the one act of kindness I can do to make the day of a patient, family member or colleague?"
- **Be the first** to say hello to a patient or visitor.
- **Help a patient** or family member find his or her destination.
- **Follow the three steps of service**—Make eye contact with patients and visitors, introduce yourself and your role, and ask, "Do you have any concerns or worries?" before you leave.

Learn more by attending a "One Thing Challenge" rally. Each session is 20 minutes:

LVH—Cedar Crest

Tue., May 23

ECC #1 – 7 a.m. and 7:30 a.m.

Classroom 2 – 11 a.m., 11:30 a.m., noon, 12:30 p.m., 3 p.m. and 3:30 p.m.

Classroom 3 – 5 p.m., 5:30 p.m., 6 p.m. and 6:30 p.m.

LVH—Muhlenberg

Wed., May 31

1st Floor Conference Room – 7:30 a.m., 8 a.m., noon, 12:30 p.m., 5 p.m. and 5:30 p.m.

Who benefits?

"When you work together, everyone wins," Holmes says. Thanks to the changes, the SDS phone doesn't ring as often. "We worked with the materials management department and found ways to promote people who no longer had to answer phones," Holmes says. "That ultimately saved SDS \$82,000." Patients also benefit, because caregivers are now devoting 88 more hours per month to bedside care and less time making phone calls.

How can we help our colleagues the same way?

You can improve your work area, too. "The better we serve each other, the better we serve our patients," says emergency department director Courtney Vose, R.N. She's part of a team devising better ways for departments to solve problems together. It's called **lateral service**, and "you'll be hearing more about it from your department head soon," she says.

Matthew Burns

How can you better serve other departments? For a list of tips, visit the intranet at www.lvh.com or call 610-402-CARE.



When to **Butt In**

Use these tips to help our hospital become smoke-free



Ask your son to clean his bedroom, but leave his clothes lying on the floor. Doesn't make a lot of sense, does it? It's like our old smoking policy. "We teach people to live healthy and care for people with heart and lung disease and cancer," says smoke-free environment committee member Jack Dunleavy, "yet we permitted smoking on our property. We had to change."

LVHHN will become totally smoke-free on Jan. 1, 2007. Colleagues, patients and visitors will not be permitted to smoke anywhere on LVHHN property. "Our new policy is being phased in slowly," Dunleavy says. Previously, smoking was permitted anywhere outdoors. Now, smoking is only permitted in designated areas in the rear of LVHHN buildings.

When you see people smoking outside a designated area, tell them about it. "To maintain a healthy and safe environment for patients and colleagues, we'll need everyone's help," Dunleavy says.

It Will Be a Difficult Road

If you understand why people smoke, you'll realize it's difficult to quit. "Tobacco is physically and psychologically addictive," says psychiatrist Laurence Karper, M.D. "All addictions provide enjoyment, and people become emotional when they're told they can't do something they enjoy."

- **When inhaled, nicotine gets into your bloodstream** and travels to your brain. There, it creates the good feelings you get from smoking and the irritability you feel while trying to quit.
- **Stress causes cigarette cravings.** Smoking is rhythmic and relaxing. It provides a break from the cause of stress.
- **Cravings may be triggered by other things, like coffee, alcohol and food.**
- **People smoke through force of habit**—at a certain time of day, when they drive or talk on the phone.

Breaking the Ice

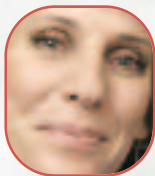
When you see someone violating our smoking policy, don't accuse or criticize. Instead, be empathetic, because he may be trying to quit. (More than 100 colleagues have enrolled in our tobacco treatment program since November.) The best approach: Make eye contact, introduce yourself and start a conversation. "Don't tell him what to do," Dunleavy advises. "Instead, ask a question and give him a chance to respond." Say: "**Did you know this is a nonsmoking area?**"

Direct him to a designated smoking area, but remind him we'll be smoke-free in January. "Make clear it's a health and safety issue, not a personal one," Karper says. "Explain it's not only harmful to him but also to patients and visitors who breathe in secondhand smoke." Statistics might help him understand.

- **Nearly a half-million Americans die every year from tobacco.**
- **Every year, 53,000 nonsmokers die from secondhand smoke.**

The **Response**

Be prepared. "The response you expect may not be what you get," Karper advises. When people are told they can't smoke, they'll likely respond one of these ways:



- **Mr./Mrs. Agreeable**

They'll apologize and go to a designated smoking area.



- **Mr./Mrs. Stare**

They'll look at you and not say a word.



- **Mr./Mrs. Emotional**

They'll become very angry.

Dealing with someone who becomes emotional may be difficult. "But no matter how people respond, take comfort in knowing you're helping," Karper says. Here are some comments you might hear and how you should respond:

- **If a colleague says, "I'm going to smoke here anyway,"** tell him you really wish he'd reconsider. If he doesn't follow the rules, talk to your manager about what to do next.
- **If a colleague says, "I'll leave campus to smoke,"** tell him he's really needed here by his colleagues and patients.
- **If someone says, "I'll cooperate with you if you let me smoke,"** tell him you understand it's difficult to quit, and that he can get free quit-smoking aids (like nicotine patches) through the tobacco treatment program, covered by Choice Plus.
- If someone becomes confrontational, security is available to assist. Call extension 555.

Rick Martuscelli

To learn more about our tobacco treatment program, signs and maps that designate smoking areas, and links to helpful tobacco cessation Web sites, click on the smoke-free icon on the intranet at www.lvh.com or call 610-402-CARE.



Quit Smoking and "Spin to Win"

Learn about our new smoke-free policy and win great prizes like gift certificates to smoke-free restaurants by spinning the prize wheel. Visit these locations from 11:30 a.m. - 12:30 p.m.:

Wed., June 7; 1259 S. Cedar Crest lobby

Mon., June 12; Hamburg Family Practice, 700 Hawk Ridge Rd.

Tue., June 13; LVH-Cedar Crest, outside the JDMCC Atrium

Wed., June 21; HealthSpring, 2101 Emrick Blvd., Bethlehem

Wed., June 28; LVH-17th and Chew, outside the cafeteria



If you're a smoker trying to quit or supporting someone quitting, share your story or tips.

E-mail Richard.Martuscelli@lvh.com and look for your advice in an upcoming *CheckUp*.

SERVICE STARS of the MONTH

“A team of angels”—That’s what Kathy McGovern, foster mother of 8-year-old Jenica Cano, calls her daughter’s caregivers. Pediatricians Rosauro Dalope, M.D., and Scott Brenner, M.D., and burn surgeon Sigrid Blome-Eberwein, M.D., are all part of Jenica’s care team, along with nurses Colleen Kuebler, R.N., and Pat Pavelco, R.N. Read more about their Service Star award-winning care on pages 10–11.



SERVICE STARS

(L-R) Scott Brenner, M.D., Pat Pavelco, R.N., Sigrid Blome-Eberwein, M.D., Colleen Kuebler, R.N., and Rosauro Dalope, M.D.

Congratulations to Award Nominees

Donna Flurer, housekeeping, LVH–Muhlenberg

Nominated by Tammy Fullen, receptionist, and Karen Holzinger, gift shop manager

Neonatal intensive care unit (NICU) colleagues, LVH–Cedar Crest

Nominated by Bonnie Walbert, support partner, NICU

Joann Weber, R.N., float pool, LVH–Cedar Crest

Nominated by Charlotte Bauer, supervisor, and Roxie Reimert, administrative partner, both of nurse staffing office

Donna Wells, shift coordinator, and supply distribution services colleagues, LVH–Muhlenberg

Nominated by Vera Deacon, R.N., Peripherally Inserted Central Catheter Team

Donna Carty, case manager, LVH–Cedar Crest

Nominated by Nicole Reimer, R.N., patient care coordinator, 7C, LVH–Cedar Crest

To nominate a star, go to e-mail’s bulletin board at **Forms_rewards**.

Right click to “use form.”



WORKING WONDERS

Tim Kelly, R.N., and his 2-year-old son Aiden enjoy tinkering around with their play tools. Kelly has submitted 16 Working Wonders ideas over the years.

How can we hammer home the importance of your money-saving and quality-improving Working Wonders ideas? By offering even more great prizes in honor of Father’s Day.

Everyone who submits an idea receives a thank-you gift such as a thermos, calculator or mug. But now through June 12, you’ll also be entered in a random drawing to win various Craftsman tools like an adjustable wrench set or an auto-loading screwdriver. Plus, your idea, if approved, earns you a cash reward, up to 10 percent for individuals and 15 percent for teams.

“A great way to generate ideas is to brainstorm with colleagues,” says management engineer Jacqueline Straley. “The more minds you tap, the more ideas you’ll have to submit.”

Kimberly Hassler

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.

Meet LVHHN's New PHYSICIANS



Ann C. Anderson, D.P.M.

DEPARTMENT

Surgery

DIVISION

Podiatric Surgery

PRACTICE

Allentown Family Foot Care
(Raymond A. Fritz, Jr., D.P.M.)

EDUCATION

Cornell University
Temple University School of
Podiatric Medicine

RESIDENCY

INOVA Fairfax Hospital



Kirsten S.W. Bellucci, M.D.

DEPARTMENT

Pathology

DIVISION

Anatomic Pathology

PRACTICE

Health Network Laboratories
(Michael Scarlato, M.D.)

EDUCATION

Muhlenberg College
Albert Einstein College of Medicine

RESIDENCY

Hospital of the University of
Pennsylvania

FELLOWSHIP

Hospital of the University of Pennsylvania
Beth Israel Deaconess Medical Center



James F. Reilly, M.D., M.B.A.

DEPARTMENT

Surgery

DIVISION

Trauma-Surgical Critical
Care/General Surgery

PRACTICE

Surgical Specialists of the Lehigh Valley
(Michael D. Pasquale, M.D.)

EDUCATION

University of Notre Dame
Thomas Jefferson Medical College

INTERNSHIP AND RESIDENCY

Lankenau Hospital

FELLOWSHIP

University of Pennsylvania



Priyanka P. Roy, M.D.

DEPARTMENT

Medicine

DIVISION

General Internal Medicine

PRACTICE

Primary Care Associates in the LV, PC
(David M. Stein, D.O.)

EDUCATION

University of Mysore/J.J.M.
Medical College

RESIDENCY

MCP Hahnemann University



David W. Scaff, D.O.

DEPARTMENT

Surgery

DIVISION

Trauma-Surgical Critical
Care/General Surgery

PRACTICE

Surgical Specialists of the Lehigh Valley
(Michael D. Pasquale, M.D.)

EDUCATION

Gannon University
Western University of Health Sciences

INTERNSHIP

Conemaugh Valley Memorial Hospital

RESIDENCY

St. Luke's Hospital

FELLOWSHIP

University of Pennsylvania



Islam A. Shahin, M.D.

DEPARTMENT

Radiology-Diagnostic Medical Imaging

DIVISION

Diagnostic Radiology

PRACTICE

Medical Imaging of LV, PC
(Robert Kricun, M.D.)

EDUCATION

Rutgers University
UMDNJ/Robert Wood Johnson
Medical School

Cooper University Hospital

RESIDENCY

New York Presbyterian Hospital-
Columbia Campus



**Waleed S.W.
Shalaby, M.D., Ph.D.**

DEPARTMENT

Obstetrics and Gynecology

DIVISION

Gynecologic Oncology

PRACTICE

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

EDUCATION

Purdue University
Purdue University/School of Pharmacy and
Pharmaceutical Sciences
Medical University of South Carolina

INTERNSHIP

Thomas Jefferson University Hospital

RESIDENCY AND FELLOWSHIP

Hospital of the University of Pennsylvania



Naser Tolaymat, M.D.

DEPARTMENT

Pediatrics

DIVISION

Pediatric Subspecialties

PRACTICE

Pediatric Specialists of the Lehigh Valley
(Puneet Gupta, M.D.)

EDUCATION

Damascus University School of Medicine

INTERNSHIP

Damascus University

RESIDENCY

Jacksonville Health Education Program

FELLOWSHIP

University of Iowa Hospitals and Clinics



Yong Tao Zheng, M.D.

DEPARTMENT

Obstetrics and Gynecology

DIVISION

Gynecology

PRACTICE

Lehigh Valley Center for Urogynecology and
Continence Management

EDUCATION

Sophie Davis Medical School
New York Medical College

**RESIDENCY AND
FELLOWSHIP**

Westchester Medical
Center/Metropolitan Hospital



Picture Perfect Care

A young girl needed help for severe burns suffered years ago. Two nurses are part of a team offering her free care.



*Laugh it off,
let it go and*

*When you wake
up it will seem*

*So yesterday,
so yesterday*

*Haven't you
heard that I'm
gonna be OK*

—Hilary Duff

So Yesterday starts playing on the CD player. It's a song by Hilary Duff, 8-year-old Jenica Cano's favorite pop star. Pat Pavelco, R.N., and Colleen Kuebler, R.N., have the moves down pat as they sing with Jenica and dance around her hospital room. It's part of their ritual before the painful reality of a bandage (dressing) change.

At just 18 months old, Jenica suffered severe burns when a fire ravaged her family's home in the Philippines. Placed in an orphanage, she received virtually no burn care for six years. Her burns healed into disfiguring scars on her abdomen, chest and face. Her skin tightened permanently on her legs, groin and elbow. As a result, her bones didn't grow normally, particularly her feet, leaving her unable to walk.

"It's difficult to imagine what she's been through," Pavelco says. "But when we first met her and saw her beautiful smile, we knew we were fortunate to help."

Jenica's journey began when a medical missions organization brought her to the U.S. They arranged for her to receive surgery in Boston. But when Jenica developed an infection



Chocolate brings them together—

Jenica Cano (center) shares a bag of M&Ms with her caregivers Pat Pavelco, R.N., (left) and Colleen Kuebler, R.N. Jenica loves buying M&Ms with the dollar bills she gets from the nurses after a dressing change.



after surgery, her foster parents, Kathy and Tom McGovern of Emmaus, brought her to LVHHN. Pediatrician Scott Brenner, M.D., worked with administrators to provide Jenica's free care here, where burn surgeon Sigrid Blome-Eberwein, M.D., performed surgery to straighten Jenica's legs and arm, and fix her lip.

Kuebler and Pavelco then started caring for Jenica's wounds. "I made it a point to meet the family before Jenica's first surgery at LVHHN, so I could build a relationship with her from the beginning," Kuebler says.

As the burn center's "traveling" wound care team, the two nurses see all burn patients in the hospital, and take particular pride in caring for children. "Bandaging scars as severe as Jenica's can be very painful," Pavelco says. "So for Jenica, we listen to music, blow bubbles and read books with her to put her at ease."

"Before the first dressing change, Jenica cried," Jenica's mom says. "Now, when she sees Pat or Colleen come into her room, she gives them a big smile and gets this twinkle in her eye."

"I like them," Jenica says shyly.

Jenica will need at least four more surgeries. Still, she's hopeful someday, when her legs are completely straight, she'll be able to take her first steps and give Pavelco and Kuebler hugs.

On this day, Jenica is happy just being with her two newfound friends. As her dressing change nears the end, her eyes light up again. She knows what's coming: a \$1 bill. Pavelco hands it over with a smile on her face. Jenica's smiling, too. Her next stop: the gift shop to buy a bag of M&Ms.

Kimberly Hassler

Read more about Jenica's award-winning caregivers on page 8.

What's Happening at LVHHN



Do You Gift Shop?

The Auxiliary of Lehigh Valley Hospital members Brenda Hess, LVH-17th and Chew gift shop coordinator, Barbara Sander, gift shop chairman, Tree Top Shop, and Teresa Michalik, LVH-Cedar Crest and LVH-17th and Chew gift shop manager, show off the newest fashions—LVHHN logo merchandise! The new products are available at all five hospital gift shops, including at LVH-Muhlenberg. The most popular so far: LVHHN stainless steel travel mugs.

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

A Time of Transition – Dealing With Change in the Workplace

Tue., June 13; 9 – 11 a.m.

FREE

2166 S. 12th St., 1st Fl. Conf. Rm.

This Preferred EAP course will teach you strategies to better deal with change

Body Wedge 21™

Thu., June 22; 6 – 6:45 p.m.

Mon., June 26; 4 – 4:45 p.m.

8 classes

\$56 reimbursable through Culture of Wellness Healthy You Center

These repetition exercises target the major fat-storage areas and muscle groups.

CPR Recertification

Wed., June 28; 10 a.m. – 10 p.m.

Thu., June 29; 8 – 11 a.m.

LVH-Muhlenberg, Banko Center

Brush up on the new CPR guidelines. Class is free only for employees whose jobs require recertification.

Cardio Kickbox

Mon., June 12; 7:30 – 8:30 p.m.

Wed., June 14; 7:45 – 8:45 p.m.

8 classes

\$56 reimbursable through Culture of Wellness Healthy You Center

This high-powered routine strengthens body and mind.

Coping With Hearing Loss

Fri., June 9; 1 – 2 p.m.

FREE

LVH-Muhlenberg, Banko Center

Learn about its emotional effects, and skills and new devices that can help.

Corrective and Protective Skin Care

Wed., June 21; 1:30 – 2:30 p.m.

FREE

LVH-Muhlenberg, South Entrance, 1st Fl. Conf. Rm.

This hands-on workshop focuses on skin problems of aging and solutions for your skin type.

Employee Career Day

Thu., June 22, 9 a.m. – 4 p.m. – LVH-Muhlenberg educational conference rooms, 1st floor

Mon., June 26, 9 a.m. – 4 p.m. – LVH-Cedar Crest, Jaendl pavilion, 2nd floor near café

FREE

Thinking about continuing your education? Representatives from seven different Lehigh Valley-area colleges and universities will share course offerings and answer your questions.

FlashFit

Mon. and Thu., starting June 22; 5 – 5:45 p.m.
16 classes/ 8 weeks

\$52 reimbursable through Culture of Wellness

Healthy You Center

Learn circuit training—a fun, motivating way to boost energy and burn fat.

The Healing Kitchen

Mon., June 5; 2 – 4 p.m.

FREE

LVH-17th and Chew, Center for Healthy Aging

Learn what foods to eat daily to help boost immunity, lower cholesterol, prevent diseases like flu or heart disease, and keep you young.

Home Ownership Counseling Sessions

Thu., June 8; 6 – 7 p.m.

FREE

LVH-17th and Chew, School of Nursing auditorium

These mini sessions will assist you through the process of purchasing a home and provide the resources to promote successful home ownership.

Miller Keystone Blood Drive

Tue., June 27; 7 – 9:45 a.m.

FREE

LVH-Muhlenberg, Conference Rooms C and D

Osteoporosis and Medications

Thu., June 15; 2 p.m.

FREE

LVH-17th and Chew, Center for Healthy Aging

Learn which current medications work best in the treatment of osteoporosis.

LVH—Cedar Crest Is Now a WiFi HotSpot!

Public high-speed wireless Internet access is now available for visitors at LVH—Cedar Crest. All that is needed is a laptop computer and a wireless adapter card. It's available in these locations during our pilot program from May 29 to Sept. 1:

- Main Lobby/Pool Pavilion
- Neuro-surgery waiting room
- Main Cafeteria

This ProLog Unleashed Wi-Fi service is provided free of charge to the visiting public during this pilot, courtesy of PenTeleData.

Overcoming Negativity in the Workplace

Tue., June 20; 9 – 11 a.m.

FREE

2166 S. 12th St., 1st Fl. Conf. Rm.

This Preferred EAP class will teach you common sources and coping tips.

Pilates Express

Tue., June 20; 11 – 11:45 a.m. or 5 – 5:45 p.m.

Wed., June 21; 5:15 – 6 p.m.

8 classes

\$48 reimbursable through Culture of Wellness

Healthy You Center

This deep muscle conditioning builds core strength.

PUMP

Sat., June 24; 9 – 10 a.m. or 10:15 – 11:15 a.m.

8 classes

\$64 reimbursable through Culture of Wellness

Healthy You Center

Group workout with weights produces visible results.

Qigong Workshop

Sat., June 10; 11:30 a.m. – 1 p.m.

\$25 reimbursable through Culture of Wellness

Healthy You Center

This series of movements is designed to rid the body of toxins and relax muscles for effective stress relief.

Spirit of Women – Mom and Me

Sat., June 3; 8:30 a.m. – 1 p.m.

\$15/family; includes lunch

LVH—Cedar Crest, auditorium

Experts' advice on the emotional and physical changes of adolescence. A special day for you and your preteen daughter (ages 10-12).

Springtime in New York City

Sat., June 3; 8 a.m. – 7 p.m.

\$25 per person

Bieber Bus will leave parking lot 12 at LVH—Cedar Crest.

Join the LVH Recreation Committee in New York City. Shop, see a show, take a double-decker bus tour or Circle Line boat trip.

Staying Strong

Wed. and Fri., starting June 7; 10 – 11 a.m. –

Lower Macungie Township Building

Tue. and Thu., starting June 13; 5:45 – 6:45 p.m. –

Banko Center

16 classes/8 weeks

\$44 reimbursable through Culture of Wellness

This program builds muscle tone, slows bone loss and eases arthritis.

Thousand Islands and Ottawa

Sun., Aug. 20 - Wed., Aug. 23

\$636 – per person (double occupancy), \$619 – triple and \$838 – single

Deposit of \$200 per person with reservation

Final payment due – Thu., June 15

Venture to Canada and enjoy Ottawa and the 1,000 islands region on this four-day, three-night trip.

Yoga

RELAXING

Thu., June 8; 10 – 11:15 a.m.

Mon., June 19; 6 – 7:15 p.m.

ENERGIZING

Thu., June 22; 7:30 – 8:45 p.m.

8 classes

\$80 reimbursable through Culture of Wellness

Healthy You Center

These mind-body practices build flexibility and strength, ease stress and rejuvenate energy.

Yogalatte

Wed., June 21; 4:45 – 5:30 p.m.

8 classes

\$48 reimbursable through Culture of Wellness

LVH—17th and Chew, School of Nursing, auditorium

These mind-body practices build flexibility and strength, ease stress, rejuvenate energy and rebalance your life.



Who Will Be the Next?

Looking for a way to say "thank you" to a colleague? Nominate him or her to be among our 2006 Star Celebration winners. Nominations are due to Don Hougendobler, 3rd Floor Safety, LVH—17th and Chew, School of Nursing, no later than 5 p.m., Friday, July 14. Winners will be honored at the Star Celebration on Friday, Sept. 8. Nominations are open for:

Community Service—Employee or group of employees who demonstrate exceptional service through a program or action that benefits our community.

George Guldin—Employee who best exhibits exceptional contributions toward new or more efficient work practices.

Most Creative Reward and Recognition—Department that developed the most innovative program.

Physician Service Star—Physician who consistently demonstrates exceptional customer service.

Walking on Water—Employee who "goes the extra 10,000 miles" to meet the needs of a fellow human being.



HAVE YOU MADE YOUR DECISION?

Remember, the deadline to make your Retirement Choice is May 31. Visit www.lvhhnretirementchoice.com and choose between staying in the current retirement program or moving to one of two new options. After you choose, contact AIG VALIC at 1-888-568-2542 or online at www.aigvalic.com/lvhhn to make your savings and investment fund choices. If you've made your decision, you'll receive a statement confirming your choice in late June.

1 Who Are Our Friends of Nursing Stars?

They're caregivers who go the extra mile for patients and their families, discover innovative ways to improve bedside care and help rank our care among the nation's best. Learn who they are and why they play leading roles in our patient care production in the next issue of *CheckUp*.

2 Healing the Children

For a week in January, Sharon Monahan, C.R.N.A., (right) and her colleagues Greg Binder, C.R.N.A., anesthesiologist Dorothy Hartman, M.D., Ruth Chaplis, R.N., Betty Abrams, C.R.N.A., Sean Monahan, assistant anesthesia technologist, and plastic surgery resident Randolph Wojcik, M.D., traveled to Thailand on a medical mission. There, they performed general, orthopedic and plastic surgery on children in need. "It's a true reward," Sharon Monahan says. "On these trips, you always get back much more than you give."

3 Show Us Your Wrists

To reduce medical errors, color-coded patient wristbands will now have preprinted text on them to clarify their meaning. For example, an orange bracelet signifying patient allergies will have the word "allergies" on it. "We're also encouraging patients to remove any novelty bracelets when they're admitted," says patient safety officer Kristie Lowery. Here, Denise Pisciotto, R.N., shows off her "Livestrong" bracelet in support of cancer research, while Janet Frey of Slatington - displays her patient bracelet.

4 Award-Winning Heart Care

LVHHN won three of this year's six achievement awards from the Hospital and Healthsystem Association of Pennsylvania (HAP). The MI Alert program won two, while a cardiothoracic length-of-stay team—including (l-r) Ted Phillips, M.D., respiratory therapist Ken Clay, Cynthia Meeker, R.N., Carolyn Davidson, R.N., and Sharon Clark, R.N.—won one. Through initiatives like posters explaining patients' post-surgery goals, they successfully reduced length of stay from 6.6 to 5.1 days.

5 It's in the Mail!

Caregivers recently celebrated the mailing of our Magnet evidence to the American Nurses Credentialing Center. Four years ago we were designated a Magnet Hospital. Our new goal: Magnet redesignation. While enjoying tea at each hospital campus, clinicians like 5T colleagues Jen Devine, R.N. (left), and administrative assistant Joanie Cernobyl reviewed the evidence. They saw how each of their dreams helps us achieve our Magnet redesignation dream.

6 Ponytails of Love

When hematology/oncology clinical coordinator Janie Connor (pictured here) needed a haircut, colleague Deshanna Kropf suggested she donate her hair to Locks of Love, an organization that makes wigs for children with medical hair loss. Connor coordinated a community event where she and fellow colleagues Kropf and Brenda Deysher-Moh donated their locks. The event yielded more than 59 ponytails and more than 786 inches of hair. The staff is planning on making this an annual event to coordinate with Survivors Day, the first Sunday in June.

Our colleagues also walk to support the March of Dimes...share ideas about peer review...and more! To read more PRIDE in Our People, visit the intranet at www.lvh.com or call 610-402-CARE.

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3



Be an LVHHN Advocate The night James Landreville of Gilbertsville cut off the tip of his finger in an accident, he went to another hospital for care. When his friend, 4C patient care coordinator Kimberly Bartman, R.N., examined the wound the next day, she knew something wasn't right. She called LVHHN plastic surgeon Geoffrey Hallock, M.D., who rushed in to surgically repair Landreville's finger. "As a landscaper, I need full use of my hands," Landreville says. "Thanks to Kimberly and Dr. Hallock, I still have that."

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*.

4



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6



Celebrating 30 years!

Beth Eck, R.N.

*Ambulatory surgical unit
LVH—17th and Chew*

Most Memorable Moment Here

In 1976, a Phillipsburg factory explosion critically injured three men. Because it was a 3-11 p.m. shift, only three nurses were working. Staff from other units came in to help us. It was incredible teamwork.

My Inspiration at LVHHN

My colleagues. Working as a team has helped LVHHN grow to better serve our community.

Best Virtues

Honesty, compassion, flexibility and forthrightness

Other Areas Where I Worked

Burn Center, Neuroscience ICU and acute coronary unit

Favorite Pastimes

Long walks with my golden retriever, gardening and playing the piano

Favorite Cafeteria Food

Flavored coffee and pizza



You Help Create the Perfect Hospital

Recently, colleagues began touring “mock rooms” in the 1247 building. They look like the “real” patient care rooms that will be built at the new LVH—Cedar Crest, but there’s still time for improvement.

During each tour, colleagues evaluate the room design. “They comment on the space that’s available for caregivers, patients and families,” says facilities project manager Dan Winkler. They look at the location of the TV, clock and lighting fixtures. Even the colors of the floor, wall and window treatments are evaluated.

“When tours are complete, your ideas are considered and changes are made to the blueprints before the real rooms are built,” Winkler says. With your input, our expansion project will create the ideal environment for colleagues, patients and visitors. **If you are a caregiver interested in taking a tour,** let your unit’s nursing director know.

HERE’S WHERE “REAL” CONSTRUCTION WILL BE TAKING PLACE THIS MONTH:

Parking Lot B (in front of the Jaindl Pavilion)—To prepare for construction of a new parking deck, this lot is closed. Remind patients and visitors to use free valet parking.

Kasych Family Pavilion—About 80 percent of the steel is in place for the wing facing I-78. When complete, 1,800 tons of steel will frame the entire pavilion.

Center for Advanced Health Care (formerly the Center for Ambulatory Medicine)—The windows are in and the roof is on. Electrical and plumbing work continues while heating/air conditioning units are installed.

Ring Road—While water and sanitation lines are being installed, drive slowly and pay attention to traffic patterns. When walking through campus, use pedestrian crosswalks.



Opinions wanted—While touring a medical-surgical mock room, 7B’s Gloria Miller, R.N. (right), examines a new patient lift while her colleague, Kristina Moyer, R.N., writes down how the room’s design can be improved.

35 YEARS

Margaret Marazi
Endoscopy - G.I. Lab

30 YEARS

Beth Eck
Amb Surg Unit - Staging
Bonnie Lynn
Neuroscience Intensive Care
Lora Macknis
Outpatient Pediatrics
Margaret Schaffer
Info Svcs Financial/Admin Sys
Holly Siegfried
Neonatal ICU
Sharon Steager
Infection Control & Prevention
Deborah Williams
Enterostomal Therapy

25 YEARS

Linda Durishin
Organizational Development
Lynn Grischoff
Labor & Delivery
Debra Klingler
6B Renal Med-Surg
Kimberly Leaver
Home Care - MSO
Document Manager
Audrey Lichtenwalner
Heart Station
Teri Lippowsch-Vogel
TNICU
Linda Mejias
Employee Health Service
Janice Metzger
MICU/SICU
Brenda Miller-Reeser
Bed Management
Lisa Myers
Materials Mgmt - IT
Ruth Ramos Clark
Outpatient Pediatrics
Mary Reitz
Patient Accounting

Nancy Robson
Emergency Services - CC
Nancy Saeger
Supply Management
Cassandra Snyder
Pain Management
Kathy Sommer
6B Renal Med-Surg
John Sondova
Adult Psychiatry Unit
Darla Stephens
Home Care-Central Office
Richard Townsend
Pharmacy
Karen Zurn
Emergency Services - CC

20 YEARS

Lori Baycar
Radiation Oncology
Margaret Bennett
Open Heart Unit
Dianne Bouchat
Breast Health Svcs. Admin
Mary Browning
Labor & Delivery
Donna Burkos
Adolescent Psych Unit
John Collins
MICU/SICU
Shirley Egan
Risk Management
Deborah Feden
Medicine Clinics
Danita Fenstermacher
7C Medical/Surgical Unit
Kathy Fink
Outpatient Pediatrics
Teresa Frederiksen
RHC - Medical
Karen Hanzelman
Ambulatory Surgical
Christine Hess
Home Care - Skilled Nursing
Maureen Hohnacki
Express Admissions
Eileen Jago
Home Care - MSO Central Intake
Andrea Jones
ASU-PACU/OR
Karen Jones
Open Heart Unit
Kathleen Jones
Nuclear Medicine
Nicholas Jupina
Partial Hosp Adoles Psych

Carol Monaco
Endoscopy - G.I. Lab
Patricia Mugavero
Express Admissions
Martina Oswald-Remaly
Open Heart Unit
Susan Pool
Nursing Administration
Gloria Reenock
Electrophysiology Lab
Linda Reinhart
Trauma Reg Res Ctr.
Tracey Reither
Wound Healing Center
Carol Shalaway
Post Anesthesia Care Unit
Sharon Strock
Acute Coronary Care Unit
Pamela Swoyer
TNICU
Vicki Trexler
MICU/SICU
Cynthia Ward
Transitional Open Heart Unit
Lori Washburn
Transitional Skilled Unit
Roberta Werkheiser
Cancer Ctr Multipurpose Area
Laurie Wimmer
6B Renal Med-Surg

15 YEARS

Michelle Bernier
Cardiac Catheterization
Melissa Bubbenmoyer
Acute Coronary Care Unit
Marlene Calpin
ICO Staging & Recovery
Sandra Casella
Physical Therapy
Shirley Cesanek
CVM
Cynthia Dempsey
MICU/SICU
Kelly Farrell
Post Anesthesia Care Unit
Kirstin Farrell
Pre-op Staging
Eugene Finn
MICU/SICU
Vivian Foulke
Neonatal ICU
Darlene Garon
Cardiac Rehabilitation
Vivian Getz
Neonatal ICU

Colleen Koskovich
7C Medical/Surgical Unit
Melisa Kubic
Acute Coronary Care Unit
Bonnie Langella
Pharmacy
Cheryl Lansenderfer
Dept. of Emergency Medicine
Emily Mari
7C Medical/Surgical Unit
Susan McCauley
TNICU
Maureen McDonough
Emergency Services - CC
Bonnie Mihalik-Faust
ICCU/CCU
Jeanna Werner
Emergency Services - CC
Marjorie Williams
LAB - HLA
Denise Witek
Medical Records Coding Reg

10 YEARS

Joseph DeFulvio
College Hgths OB/GYN Muhlenberg
Gloria George
Health Works Allentown
Eddie Rivera
Admissions
Orion Rust
OB Maternal Fetal Medicine
Brett Williamson
Base Service Unit
Karen Yellin
PACU

5 YEARS

Thomas Amon
Info Svcs Technical Operations
Mary Angeli
Transitional Trauma Unit
Donna Antolick
4T LVH-M
Mary Becker
Dept. of Psychiatry
Jeremy Benninger
MICU/SICU
Marcus Bowie
Info Svcs Customer Service
Regina Bright
Home Care - Home Health Aide
Stephanie Cebrosky
Trexler Medical Center
Tiffany Cooper
Enterostomal Therapy

John Davidyock
LVH-CC Hospitalist Program
Lisa DeBellis
Cardiac Catheterization
Nicole Del Vecchio
LVPG Billing
Eleanor Freeman-Ward
7A - Neuroscience Unit
Sheila Green
Emergency Department
Billie Greiss
Transitional Open Heart Unit
Anthony Glynn
Information Services
Thomas Harrison
PGME-Surgery
Jill Holben-O'Brien
Emergency Services - CC
Marc Juretus
Info Svcs Technical Operations
Drew Kane
Info Svcs Customer Service
Daniel Kelly
Emergency Services - CC
Susan Kelly
Nurse Staffing Office
Nancy Ketner
Enterostomal Therapy
Sharon Kimmel
Health Studies
Lindsey Knox
Bethlehem Gynecological Assoc
Kristy Kramer
Pharmacy
Robert Kramer
Adult Psychiatry Unit
Grace Lau
Pharmacy
Melinda Lichtenwalner
Regional Heart Center
Edgardo Maldonado
Latino Health Initiative
Antoinette Marich
Internal Audit
Michele McCloskey
Benefits Verification
Stacy Mesics
Pharmacy
Margaret Mulroony
Human Resources Administration
Robert Pencil
Neuroscience Intensive Care
Angela Peters
Neonatal ICU
Lisa Popovich
Float Pool

Barbara Printz
Hellertown Family Health
Sharyn Rappaport
Pharmacy
Michaelene Ross
Pastoral Care
Susanne Sandt
7A - Neuroscience Unit
Doreen Shaver
Transitional Skilled Unit
Rena Skoczynski
RHC - Medical
Lisa Smith
Healthy You Programs
Stacey Smith
Medical Practice Center
Megan Snyder
Transitional Trauma Unit
Tracey Spittler-Hassler
5B Medical/Surgical Unit
Bryn Surgeoner
Respiratory Therapy
Daniel Sussman
Info Services Administration
Manmeet Thakral
4T LVH-M
Amy Thomas
4C Medical/Surgical Unit
Erin Treaster
Nurse Staffing Office
Tanya Viera
Center for Women's Medicine
Tina Weikel
Transitional Skilled Unit
Kayowna Wellington
Breast Health Svcs. Admin
Jenelle Wiley
Perinatal Unit
Lisa Willett
Adult Psychiatry Unit
Judy Wilson
Adult Psychiatry Unit
Tammy Wolfe
Specialty Coding
Kim Wong
Adult Psychiatry Unit
Ann Wotring
Pharmacy
Sandra Yaich
Center for Education
Christine Yarko
LVPP PCP
Jichao Ye
Vascular Lab



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