

# CHECK UP

AUGUST 2007  
**LEHIGH VALLEY**  
**HOSPITAL**  
AND HEALTH NETWORK  
A MAGAZINE FOR EMPLOYEES



## Can You Spot the Future Chief Financial Officer?

Learn how he—and  
other colleagues—  
*reach their career  
goals* on page 8.



# You Have the Potential for Greatness

You supply the desire, and we'll supply the tools to help you advance your career

**Who is the greatest colleague**—the one person who exemplifies what it means to work here more than any other? While the names of some colleagues might come to mind, I believe the question is impossible to answer. Why? We all have the potential for greatness. You proved it when you were chosen to take a seat on our bus.



When you came on board, you showed you believe in our mission of caring for our community with PRIDE. In fact, when we interview job candidates, we spend the majority of our time determining who will best fit into our culture. Those that do, join a group of more than 9,000 colleagues who believe that when you work here, the sky's the limit.

**We want to empower you to take your career as far as you desire.** It's why we give you the resources you need for professional and personal development. When you asked for an increase in our tuition reimbursement rate, we increased it. We also provide programs to make it easier for you to continue your education. One example: our L.P.N.-to-R.N. program covers 100 percent of tuition costs.

*Mary Kay Grim*

Mary Kay Grim  
Senior Vice President, Human Resources

**We strive to promote from within.** There always will be times we search outside our organization to find someone with unique job skills. But our goal is to more frequently promote colleagues who already know our caring culture. To help groom tomorrow's leaders, we've established the Venturer program, a leadership development course for clinical services colleagues. Through Venturer and other programs like it, we ensure that when a leadership position opens, we'll often find the best job candidates right here.

Such was the case for Angela Lutz. Participation in the Venturer program gave her the skills she needed to grow from respiratory therapist to director of respiratory care. In this *CheckUp*, you can read how she and other colleagues chose their career paths, took advantage of opportunities and worked their way up.

**We're taking even greater steps to help you succeed.** We have a 13-week Management Connections program and Insights Workshops, both of which allow new managers to meet our senior leaders and tap into their skills and experience.

**So what are your professional goals?** Maybe you've been too busy to give it much thought. I encourage you to take the time to evaluate yourself. Ask yourself what you'd like to do here in the future. Maybe you love what you do so much that you're content in becoming the best you can be in your current role. Maybe you set lofty goals and envision yourself in a completely different role. Maybe you see yourself as a supervisor, manager or senior leader. Whatever your goals, planning your future is the first step to achieving them. Take advantage of the opportunities available to you and make it happen. I know greatness is in you.

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# The Power of Words

One woman's journal inspires another to help families of burn victims find comfort

**Nov. 19, 1993:** "Today at around 10 a.m. was the beginning of the most traumatic day of my life," writes Joan Wanner. It was the day her husband, Ronald "Charlie" Wanner, suffered burns over 50 percent of his body in an industrial accident.

For months, Charlie was in a medically induced coma in the Burn Center. Knowing it would be a while before he was alert, Joan started a journal. Every night she recorded Charlie's progress, his visitors, family news, caregivers' acts of kindness, her triumphs and struggles, updates on the Eagles' season and even the price of gas. "I thought of how much he would miss," says Joan, who now lives in Gulfport, Miss., with Charlie. "I wanted him to know there were so many people who did such good things for us."

Fourteen years later, Joan's cousin, Susan Christine, R.N., read the journals. She was so moved, she recently donated blank journals to the Burn Center, offering patients' families the same means of comfort Joan discovered. "I want people to have the opportunity to write down their thoughts if it helps," says Christine, who works for LVHHN through Lehigh Valley Cardiac Monitoring Services.

"I didn't realize the things we did meant so much to them," says Christine, who often visited Charlie and helped him plan a surprise birthday celebration for Joan while he was in the hospital.

"A lot of times our patients go into comas and don't wake up for months," says social worker Elizabeth Dideon Hess. "It's hard for patients to catch up or even appreciate what the family has gone through during that time."

Charlie read the journals, but only once. "He was in tears," Joan says. He was heartbroken by what she went through and humbled by everyone's kindness.

—Sally Gilotti



**Surrounded by support**—Ronald "Charlie"

Wanner (left) suffered severe burns in an industrial accident. His wife, Joan (right), kept journals during his stay in the Burn Center. Her cousin, Susan Christine, R.N., recently donated journals to help other patients' families. The Wanners now live in Gulfport, Miss., where they often see Christine's father, Joseph R. Leinwaber Sr. (center). As a burn survivor from World War II, "Uncle Joe" is an inspiration to Charlie.

## Excerpts From Joan's Journal

"Written by 'meme' (Charlie's nickname for Joan) because I love you and care for you. I want for you to know what happened day-by-day during the most difficult time of our lives. Love you!"

**FRIDAY, DEC. 3**  
Mary Ellen and Mindy are your nurses today. They told me they sing you Christmas carols. They treat both of us wonderfully and are always concerned of my wellbeing.

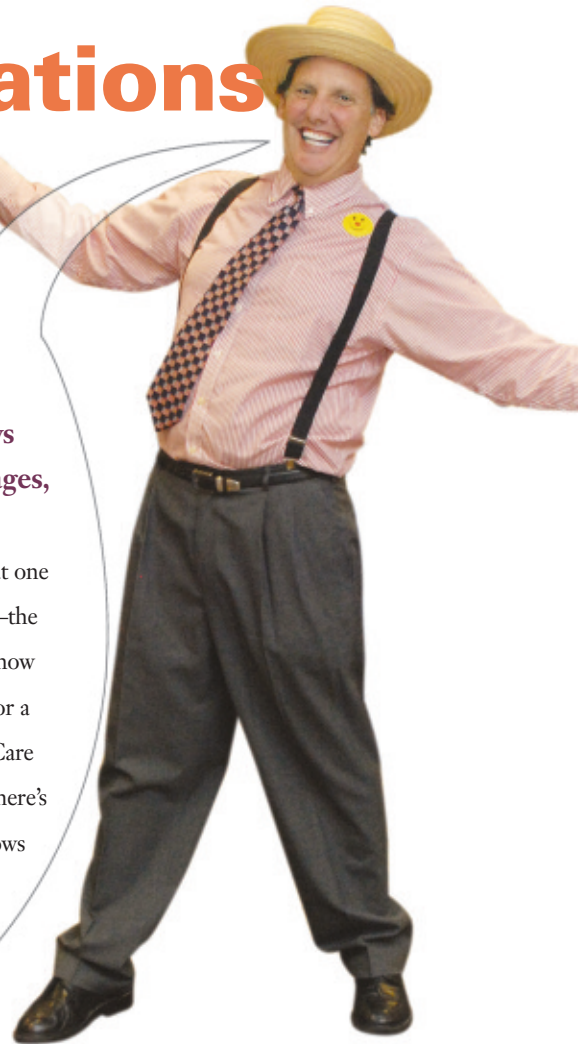
**TUESDAY, DEC. 21**  
This is a happy day for me for I got my Christmas present early. Today is the first day (in 31 days) that you are responsive and know me. I cried half way home I was so happy.

# A Carnival of **Congratulations**

Walk into our “big top” and see the sights from the third annual R&R Fair

**L**adies and gentlemen, boys and girls, children of all ages, **step right up!** Join me, Don

Hougendobler, your carnival barker, at one of the most exciting events of the year—the Reward and Recognition Fair! See how to get a designated parking space for a month! Learn about the amazing Care Bear! And beware of flying pies! There’s no miniature horse or other sideshows at this fair, only ways to reward and recognize your colleagues. Since ya’ll are colleagues, I’ll give you a peek...



## Care Bears

When a child in LVH–Cedar Crest’s pediatric intensive care unit (PICU) awoke from surgery, all he wanted was baklava for lunch. With no ingredients to make the dish, cook Isam Alkalil, who traditionally makes baklava, went to his home and cooked the dish on his own time. When he gave the patient the baklava, friends, family and PICU colleagues were so touched, they wrote a letter and sent it to food and nutrition manager Andy Barsky. “We nominated him for the Sodexho Care Bear award,” Barsky says. He and food services colleagues like clinical nutrition director Kim Procaccino (right) use the Care Bear to recognize colleagues who go above and beyond.”



## Reserved Parking

When Behavioral Health colleagues like (l-r) Ruthann Kaspera, R.N., and Bill Leiner Jr. notice someone doing something noteworthy—like displaying PRIDE behaviors or exceptional teamwork—they fill out a PERC (peer evaluation recognition committee) card and place it in the PERC boxes located at each nurse’s station. “Each PERC earns you a chance to win the behavioral health employee of the month prize,” says Leiner. “The winner receives a gift card, and their name is placed prominently in our department newsletter.” The employee of the month also wins a reserved parking space in front of the behavioral health building for one month.





## 'Beam Me Up, Scottie!'

Organizational development rewards colleagues with the Captain Kirk Award. "It's given to someone who's gone where they've never gone before," says organizational development associate Donna Kulp. "We've given it, for example, to people in our department who are instrumental in major tasks like our Growing Organizational Capacity initiative," says organizational development consultant Gwen Rosser, R.N.



## Twelve Months of Fun

LVH-Muhlenberg operating room colleagues (l-r) Loretta Pendry, Linda Landis, R.N., Michelle Reigard, R.N., Russell Sutton, R.N., Donna McClain and Diane Kimsey make sure every month of the year is fun. "We create a calendar and give each month a theme," Landis says. For example, June was pet month. To celebrate, colleagues brought in photos for a "Match the Pet to the Owner" game, and raffled off baskets filled with pet toys and treats. All proceeds benefitted the Society for the Prevention of Cruelty to Animals. "This helps us reward our hard-working employees and reach out to our community," Landis says.

## ON-THE-SPOT RECOGNITION

Helping an elderly couple across the street, walking a patient to a doctor's appointment or lending a colleague a hand—these are just some of the good deeds that happen here every day. Now, you can recognize a colleague's good deeds on the spot. Every department supervisor recently received an "R&R Tool Bag" with rewards such as coupons for free food or notepads to create handwritten thank-you notes. If you spot an everyday hero, tell your manager and ask that your colleague get recognized immediately.

## Pie in the Sky

Why does materials management manager Coy Ackerman (far left) have pie on his face? It happened at a "gig," an annual picnic arranged by the department. "A couple of years ago, our gig included a game where colleagues could choose a manager or supervisor they'd like to 'pie'," Ackerman says. "It gave everyone a good laugh." Gig organizers (l-r) Paula Strollo, Jessica Zambrana, Will Mest and Luis Terreforte choose a theme for each annual event and coordinate prizes and giveaways like mugs, T-shirts and notepads. "It's our way of saying thanks to our colleagues," says Terreforte.

—Joe Candio Jr.





# Take the **H.E.A.T.**

It's what to do when a patient, visitor or colleague has a complaint

**Did you ever encounter an unhelpful salesclerk while shopping and vow to never visit that store again?** If so, you're not alone. Nearly 70 percent of people say it only takes one bad experience for them to decide to take their business elsewhere.

That's why the Patient Satisfaction Improvement Council (PSIC) is taking a proactive approach to keeping our patients and visitors pleased. "Even though we strive to keep everyone 100 percent satisfied, we realize that's not always possible," says Jerry Kresge, team leader of the PSIC's service recovery subgroup. "Our team's goal is to ensure that when a patient, visitor or colleague is unhappy, colleagues know what to do to make him or her satisfied again."

*So what should you do when you meet someone with a complaint, even if you didn't cause the problem? Take the H.E.A.T.:*

## **H**ear him out.

Don't be distracted.  
Look him in the eye and  
listen to his problem.

## **E**mpathize with him.

Understand his feelings and  
what he's going through.

## **A**pologize for the inconvenience.

Be sincere and don't  
make excuses.

## **T**ake action.

Correct the problem and  
offer to make it up to him.



## How to Cool Things Off

Just like there are good, better and best ways to practice our enhanced PRIDE behaviors, there are different ways to deal with someone who is upset. Here's an example of why a patient and visitor might be dissatisfied, why good and better aren't good enough, and how you can handle the situation the best possible way.

*A patient has been waiting for hours to be taken for an X-ray. You say, "I'm sorry..."*

- "The X-ray department is very busy today."  
**Good**, but you're blaming the problem on someone else and not resolving it.
- "Someone will come for you shortly."  
**Better**, but do you know for sure someone is coming?
- "You shouldn't have had to wait that long. I'll call radiology and tell you what they say."  
**Best**, because you immediately take action to find answers.

*You notice a visitor who is lost and stop to help. He tells you what he's looking for. You say:*

- "I don't know where that is. Colleagues at the front desk will help you."  
**Good** (at least you offered to help), but passing him off to someone else sends the message that he is unimportant.
- "Walk down the hall and make a left, a right and another left."  
**Better**, but he might make a wrong turn.
- "I'll take you there."  
**Best**, because you take the time to solve his problem on the spot.



## A Service Recovery Success Story

Carl Phillips of Schnecksville (above right) and members of his family had every right to be angry. His 6C room was dusty, there was trash left lying on the floor, and his bathroom wasn't as clean as it should have been. When charge nurse Pam Verosky, R.N., started her shift, she noticed that Phillips' son was especially upset.

Thanks to a presentation Jerry Kresge, leader of the service recovery group, had given on her unit, Verosky was prepared to handle the situation. "I brought Carl's son to a private room, apologized and asked for specific details about why they were unhappy," she says. "I thanked him for expressing his concerns, told him I would pass them on to my supervisor and promised to do whatever was necessary to correct the situation."

Verosky went to a support partner colleague and explained what needed to be done to make Phillips satisfied again. Then, Verosky personally apologized to Phillips and told him we would take steps to ensure his and other patient rooms were cleaned properly. "My family members and I really appreciated that Pam took the time to address our concerns," Phillips says. Verosky appreciates the compliment, but says, "I know bad news travels fast, so I want people to leave with nothing but good stories about their time spent here."

—Rick Martuscelli

**Problem solver**—When Carl Phillips of Schnecksville was unhappy with the cleanliness of his room, Pam Verosky, R.N., took the heat and resolved the issue. Phillips says that thanks to the quality of care he received and Verosky's handling of the situation, he'll come back here for future care.

# Choose Your Career Path

*Discover how these colleagues carved out their careers—and how you can, too*



At age 21, Gwen Rosser, R.N., knew she would work as a **bedside nurse**, then use her experiences to help other nurses reach their career goals. Today as an organizational development consultant, she's doing just that.

Rosser is one of hundreds of people who have advanced their careers here. "Our colleagues are already familiar with our culture," Rosser says. "Our goal is to promote from within when possible and give our colleagues the keys to succeed."

How can you get started on your journey? "First, decide what you want to do in the next five, 10 and 20 years," Rosser says. "Then, talk with your supervisor about your goals."

*Here's how three colleagues made their career goals reality.*



## **"How you perform on the field is how you'll perform in life."**

Angela Lutz never forgot her coach's words. She brought her determination from the college field hockey and softball fields and into the workplace as a respiratory therapist.

Last June, Lutz advanced to director of respiratory care, and participates in our Venturer program, which helps develop future clinical services leaders. "It's a two-year program with small group meetings and one-on-one mentoring," she says. "It hones our leadership skills."

On her career path, Lutz worked on various units, including neonatal intensive care, adult and pediatric medical/surgical and critical care, and subacute pulmonary rehabilitation. "I requested to work in different areas to learn more about the entire network," she says. She also credits working night shift with preparing her for advancement. "I learned to work independently," she says. "That really matured me."

Angela's Tip

**"Network.** Whenever there's an opportunity to meet colleagues from other departments, *take advantage of it and learn.*"

**Time to teach**—As a clinical educator, Angela Lutz taught respiratory care to nurses, respiratory therapists and high school students. Now as director, she's educating her staff on the vision and direction of the respiratory care department.





## "No one can hold you back from reaching your dreams."

Enterostomal therapy (ET) nurse manager Carol Balcavage describes herself in three words—flexible, enthusiastic and committed—and credits those attributes with helping her succeed. She started here as a float nurse a week after LVH–Cedar Crest's 1974 opening, and soon thereafter became head nurse on 4B, the then-new GI floor.

Eight months later, when the only nurse who cared for patients with ostomies (an opening in the abdomen where body waste passes) resigned, Balcavage stepped up. "I started researching the subject, and the hospital sent me to Ohio for a six-week intensive course," Balcavage says.

Her commitment didn't end there. "Patients didn't know how to care for their ostomies after discharge," she says. "So I approached colleagues about starting an outpatient clinic." Later, she started an ET education course. "Nurses throughout the country came here to learn," she says.

Now, Balcavage sees her role as a facilitator. "I'm ensuring patients get the best care by hiring good nurses and giving them the tools and education to succeed."

**Going to school**—At age 4, Carol Balcavage's daughter, Jill, asked to go to nursery school. That's when Balcavage decided to put her nursing skills back to work and joined LVHHN.



Carol's Tip

**"Take advantage**  
of every educational  
opportunity *you can.*"



## "I wasn't only the low man on the totem pole; I was the only man on the totem pole."

That's what chief financial officer (CFO) Vaughn Gower remembers about being hired in 1971 as an accountant to oversee LVH–Cedar Crest's construction. As the hospital grew physically, Gower grew professionally, becoming chief accountant, controller and CFO in 1985.

He credits his supervisors for helping him climb the professional ladder. "As the hospital grew, they had the confidence to give me additional responsibilities," Gower says. "I view responsibilities as opportunities to learn new skills and better myself." This on-the-job training and professional drive contributed to his promotion to senior management. "We work at a place where if you look for and embrace learning opportunities, there's nowhere to go but up," he says.



**He's the CFO**—Vaughn Gower (back right) worked directly with LVH–Cedar Crest's founders and builders, including (seated l-r) American Medicorp International president Bernard Korman, LVHHN founder Leonard Pool, Allentown/Sacred Heart Hospital Center assistant administrator Val Boyer, (standing, l-r) Air Products and Chemicals, Inc. treasurer Shaw Bridges and Boyer's administrative assistant, Ronnie Rockovits.

—Kimberly Hassler and Rick Martuscelli



Vaughn's Tip

**"Ask Questions.**  
*It's how you learn and gain  
the information you need  
to become even better  
at what you do.*"



# To the Taste of *Sweet Service*

John Skrip Jr. appreciated our cardiac rehab colleagues so much, he threw a party for them



**A salute to new friends** - At his Clover Hill Vineyards and Winery, John Skrip Jr. saluted the colleagues who helped him recover from a heart procedure.

## **John Skrip Jr. is one tough**

**customer.** “I’m a military man; I eat nails for breakfast,” says the 66-year-old Breinigsville man, the owner of Clover Hill Vineyards and Winery. So when a stress test revealed Skrip had a blocked artery last November, he set his mind on recovery.

First, he received balloon angioplasty to open the artery and a stent to keep it open. Then he started the second phase of his treatment—cardiac rehabilitation (exercise that is strongly recommended for people with heart conditions) at 1243 S. Cedar Crest Blvd.

When he first walked in, Skrip felt right at home. “From the start, they were patient with me and made sure I was comfortable with each exercise,” Skrip says of his rehab team, which included exercise specialist Truie Benninger, physiologist Darlene Garon and nurses Kim Fenstermacher, R.N., and Theresa Mylet, R.N. “They always kept me focused on my rehab, which I appreciated.”

Like all members of the cardiac rehab team, they are committed to patient satisfaction. Although cardiac rehab isn’t included on Press Ganey patient satisfaction surveys, the

department measures its performance using a different scale (from 1-5, with 5 being the best). “Our scores are consistently in the high 4s,” says cardiac rehabilitation director Mary Swierczynski.

After completing his first 12 weeks of cardiac rehab, Skrip was so impressed, he invited the entire team to Clover Hill for a wine tasting and a tour of the vineyards and wine-making facilities. He also gave bouquets of roses to Benninger, Fenstermacher, Garon and Mylet. “John considers us to be special members of his family,” Fenstermacher says.

Skrip says the event was his way to say thanks. “Some people give candy or a gift basket, but I wanted to do more,” he says. “Having a service business of my own, I look for dedication and service that goes the extra mile.”

Today, Skrip is in phase three of his cardiac rehabilitation, which means he’s exercising under medical supervision, but without a heart monitor. Phase three is not mandatory, but he elected to complete it. “It took me quite some time to learn that I feel better when I go to the gym,” Skrip says. “Now, thanks to my cardiac rehab team, I don’t miss a beat.”

—Joe Candio Jr.







**Read and view our news online!** Go to [lvh.org/news](http://lvh.org/news) for the latest media coverage.

## How do you spread the word about good news?

Mother-baby unit colleagues (l-r) Vicki Wertman, R.N., Terry Wieder, Kelly Lessig and Michelle Keeney (not pictured), found a way. When 69 News (WFMZ-TV) and CBS 3 (KYW-TV) wanted to feature new dads for their Father's Day newscasts, the colleagues helped media relations colleagues identify patients and schedule interviews. They also worked with 69 News on a touching story about a woman who gave birth to her son the week of Father's Day, several months after her husband died while serving in Iraq.

Other noteworthy items:

- **Colleagues on LVH-Muhlenberg's 6T** won *Advanced for Nurses* magazine's Best in Teamwork award.
- **Tim Friel, M.D., and AIDS Activities Office colleagues** were featured on 69 News, Blue Ridge Cable TV-13, Service Electric TV-2 News and WAEB/B104 radio during National HIV Testing Day.
- **Diane Chernaskey, Tina Ruhf, R.N., and Cassandra Yarbough** of 402-CARE were featured on TV-2 News for participating in Communities on the Move.
- Industrial hygienist **Tim Docherty** was featured on NBC 10, *The Morning Call* and WAEB/B104 radio for Cell Phones for Soldiers. Perioperative services director **Tammy Straub, R.N.**, whose husband served in Iraq, also was featured.
- President and CEO **Elliot J. Sussman, M.D.**, was interviewed by 69 News, reviewing Michael Moore's film "Sicko."
- **Michael Wargo, R.N., Peggy Borton, R.N., Lynn Flynn, R.N., and Maureen McDonough, R.N.**, were featured on TV-2 News and in *The Morning Call* and *The Express Times* as LVHNN unveiled a mobile surge capacity unit.
- **Daniel Lozano, M.D.**, was featured in a 6 ABC (WPVI-TV) story on fireworks safety.
- The **Lehigh Valley Regional DUI Task Force** hosted Pennsylvania's mobile victims' memorial at LVH-Cedar Crest, which was featured on WAEB/B104 radio, 69 News, Super 2 News, Blue Ridge TV 13 and in *The Morning Call*.

## SERVICE STAR *of the* MONTH

Support partner Carol Lackner could sense that a patient on LVH-Cedar Crest's 7B was visibly upset, so she struck up a conversation. Lackner soon learned that, just before the patient was admitted to the hospital, her husband needed nursing home care, and no one was available to care for their family's cat, Puffy.

Lackner offered to care for Puffy at her house, but the patient was worried a change of scenery would upset the cat. So Lackner took care of Puffy at the patient's house instead. "The first day she checked on Puffy, Carol took a picture and gave it to the patient," says Lackner's co-nominator, technical partner Amelia Amorim. "It put her mind at ease."

Co-nominator and technical partner Sharon Glass says, "When Carol cleans the rooms, she always talks with the patients and asks if she can do anything for them. She offers a shoulder to cry on and shares a kind word with everyone."



## Congratulations to Award Nominees

**To nominate a star**, go on the intranet at [lvh.com](http://lvh.com). Go to the "What's New" box and click on **Nominate a Service Star**. Or open e-mail's bulletin board **forms\_rewards** and right click to "use form."

**James Waddell**, case manager, LVH-Cedar Crest

**Kim Bartman**, patient care coordinator, Karen Groller, patient care specialist, 4C Nursing Staff, LVH-Cedar Crest 4C

**Wendy Cramsey, R.N.**, neonatal intensive care unit

**Paul Mosca, M.D.**, surgical oncologist, Lehigh Valley Surgical Oncology

**Staff of LVH-Muhlenberg mental health clinic**

**Shelley Marks**, patient care coordinator, LVH-Cedar Crest, transitional trauma unit

**SERVICE STAR** Carol Lackner, support partner

# What's Happening

**The Faces Behind the Festival**—Harold Fabian (right) and his wife, Arlene, dedicate countless hours each year to the LVH–Muhlenberg Summer Festival. Harold, who is Summer Festival chairman, will be front and center Aug. 15–18 as the time-honored tradition celebrates its 46th year on the grounds of LVH–Muhlenberg. This year's event includes live music, crafts, rides, food and games, and a raffle to win cash prizes.

## 46th Annual LVH–Muhlenberg Summer Festival

Wed., Aug. 15–Fri., Aug. 17;  
5–10:30 p.m.  
Sat., Aug. 18; noon–10:30 p.m.

**FREE** admission and parking  
LVH–Muhlenberg



## Among America's Best in Six Specialties

Lehigh Valley Hospital (LVH) is listed on *U.S. News & World Report's* America's Best Hospital rankings for the 12th consecutive year. For 2007, LVH is the only hospital in the region to make the list in six specialty areas. They are:

- Cancer
- Digestive disorders
- Endocrinology
- Geriatrics
- Gynecology
- Heart and heart surgery



## See You at the Forums

Mark Holtz, senior vice president, operations at LVH–Muhlenberg, and Jim Geiger, senior vice president, operations, will join president and CEO Elliot J. Sussman, M.D., COO Stuart Paxton and chief medical officer Ronald Swinfard, M.D., at this year's Employee Forums. You can ask our leaders your questions, hear them talk about our past, present and future, and win great prizes. Mark your calendar.

### LVH–Cedar Crest, Auditorium

Tue., Sept. 25; 2 p.m.  
Fri., Sept. 28; 2 p.m.  
Tue., Oct. 9; 9 a.m.  
Thu., Oct. 11; 7:30 a.m.  
Tue., Oct. 30; 9:30 a.m.  
Tue., Nov. 13; 2:30 p.m.

### LVH–Cedar Crest, Classrooms 1, 2 and 3

Fri., Oct. 5; 2 a.m. and 3:30 a.m. (night shift)

### LVH–17th and Chew, Auditorium

Tue., Sept. 11; 10 a.m.  
Fri., Sept. 14; 7:30 a.m.  
Fri., Nov. 9; 9 a.m.

### LVH–17th and Chew, SON Auditorium

Thu., Nov. 8; 1 p.m.  
Mon., Nov. 12; 1 p.m.

### LVH–Muhlenberg, ECC Rooms A,B,C,D

Fri., Sept. 21; 3 p.m.  
Tue., Sept. 24; 7:30 a.m. (ECC Rooms B,C, D)  
Mon., Oct. 8; 8 a.m.  
Tue., Oct. 16; 2 p.m.  
Fri., Oct. 26; 2 a.m. and 3:30 a.m. (night shift)

### 1249 S. Cedar Crest Blvd., Lower Level Conference Room

Mon., Sept. 10; 1:30 p.m. (for I/S employees)  
Fri., Oct. 5; 3 p.m.  
Wed., Oct. 31; 3:30 p.m.

### 2166 S. 12th St., 1st Floor Conference Room

Thu., Oct. 4; 7:30 a.m.  
Mon., Oct. 8; 1:30 p.m. (for Home Care/Hospice employees)  
Tue., Oct. 23; 9 a.m. (for LVPG employees from 2268 S. 12th St.)



# at LVHHN

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

## Belly Dancing for Fun and Fitness

8 classes/\$56 reimbursable through Culture of Wellness

### Intro

Healthy You Center–Fri., Aug. 3;  
12:15 – 1:15 p.m.

Banko Family Center–Mon., Aug.  
20; 6:15 – 7:15 p.m.

### Level II

Healthy You Center–Fri., Aug. 3;  
11 a.m. – noon

*Belly dancing stimulates senses,  
tones muscles, builds coordination  
and boosts creativity.*

## Body Wedge 21™

Thu., Aug. 9; 6 – 6:45 p.m.

8 classes/\$56 reimbursable  
through Culture of Wellness

Healthy You Center

*An inflated exercise ball enhances  
your balance, stability and core  
strength.*

## College Preparatory Program

Tue., Aug. 21 – Tue., Dec. 10  
FREE

1249 S. Cedar Crest Blvd.,  
human resources conference  
room

*This course will teach you skills to  
help you prepare for college and  
become a lifelong learner.*

**Registration is required.**

## Corrective and Protective Skin Care

Tue., Aug. 14; 2 – 3 p.m.

FREE

LVH–Muhlenberg, 1st floor  
conference room

*This hands-on program focuses on  
solutions for your skin type.*

## Everyday Tai Chi

Wed., Aug. 22; 10 – 11:15 a.m.

8 classes/\$76 reimbursable through  
Culture of Wellness

\$66 with Vitality Plus GOLD

Healthy You Center

*Build flexibility and strength, ease  
stress, rejuvenate energy and  
rebalance your life.*

## FitRhythms™

Sat., Aug. 4, Wed., Aug., 8 and  
Mon., Aug. 20

Preview - \$10

Sat., Aug. 4; 11 a.m. – noon;

Banko Family Center

Wed., Aug. 8; 6:30 – 7:30 p.m.;

Banko Family Center

*Intro – 8 classes/\$56 reimbursable  
through Culture of Wellness*

Mon., Aug. 20; 7:30 – 8:15 p.m.

*This uplifting workout combines  
rhythm instruments and movement.*

## FlashFit

Mon., Aug. 13; 5 – 5:45 p.m.

16 classes/8 weeks \$52  
reimbursable through Culture of  
Wellness

Healthy You Center

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

## Get on the Ball

Sat., Aug. 11; 10:15 – 11 a.m.

8 weeks/\$56 reimbursable through  
Culture of Wellness

Healthy You Center

*An inflated exercise ball enhances  
your balance, stability, core  
strength.*

## Intro to Rhythms – Frame Drum Class

Mon., Aug. 20; 5:15 – 6 p.m.

8 classes/\$56 reimbursable  
through Culture of Wellness

LVH–Muhlenberg, Banko Center

*Discover the joyous, healing and  
mystical aspects of the ancient  
frame drum.*

## Miller Keystone Blood Drive

Wed., Aug. 22; 6:30 a.m. –  
4:30 p.m.

LVH–Cedar Crest, classrooms 1,  
2 and 3

## Pilates Express

Tue., Aug. 7 and Wed., Aug. 8

8 classes/\$48 reimbursable  
through Culture of Wellness

Tue., Aug. 7; 10 – 10:45 a.m. or  
5 – 5:45 p.m.

Wed., Aug. 8; 5:15 – 6 p.m.

Healthy You Center

*This deep muscle conditioning  
builds core strength.*

## PUMP

Sat., Aug. 11; 7:45 – 8:45 a.m. or  
9 – 10 a.m.

8 classes/\$64 reimbursable  
through Culture of Wellness

Healthy You Center

*This group workout with weights  
produces visible results.*

## Retirement Strategies for Life

AIG VALIC, the company managing  
our retirement plans, will host three  
seminars to help you plan for your  
retirement. This seminar is intended  
for employees age 55 and over who  
are nearing retirement. To register,  
visit [www.valic.com/seminars](http://www.valic.com/seminars) and  
enter code 3074ALL11AH. Lunch will  
be served.

Wed., Aug 22; Noon - 1:00 p.m.;

LVH–Cedar Crest, ECC Room 2

Tue., Aug 28; Noon - 1:00 p.m.;

LVH–17th and Chew, auditorium

Thu., Aug 30; Noon - 1:00 p.m.;

LVH–Muhlenberg, ECC Room C

AIG VALIC advisors are available to  
help you at:

### LVH-Cedar Crest

• Rich Silva Sr.: 610-402-8801

• Rich Silva Jr.: 973-454-6251 (Advisor  
for LVPG colleagues)

• Kevin Gertz - 610-402-8801

### LVH-Muhlenberg

• Frank Deeney: 484-884-8362

### LVH-17th and Chew

• Alan Carlson: 610-969-2625  
(Advisor for colleagues of LVHHN's  
for-profit entities and Health  
Network Laboratories)

Want to  
Earn \$500?

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

## 1 A Day of Hope

At the seventh annual Cancer Survivors' Celebration, 200 survivors, friends and family members shared a message of hope with art activities and a performance by musician and cancer survivor David Bailey. The day also included tours of the Cancer Center's Hall of Hope, which features stories of those fighting cancer or those who recently lost their battle. Here, (l-r) Chrystal Ritter, marketing and public affairs, John Groves and Erica Leis of Harleysville, Richard Roth of Macungie, Gail Boissonneault and Larry Swavely of Emmaus, remember their loved one, Sarah Roth, who faced cancer with a positive attitude.

## 2 Best Hospital in the Valley

That's what readers of *Lehigh Valley Magazine* say about the care of nurses like Michele Gessner, R.N. (shown here with 18-month-old Kaylee of Allentown). For the first time, LVHHN was selected "Best Hospital in the Valley" in the magazine's annual readership survey. More than 8,000 entries were received in 150 categories, with readers choosing the best in categories as diverse as restaurants, health insurance and cable/Internet providers.

## 3 Outstanding Service

Psychiatry department colleagues have reason to celebrate. The Lehigh Valley chapter of the National Alliance for the Mentally Ill (NAMI) has named LVHHN its Provider of the Year for 2006. NAMI provides education programs to people suffering from a serious mental illness, their families and caretakers. NAMI also works to improve governmental policies and programs that affect people with mental illnesses. "It is a wonderful honor to be recognized by an organization that shares our mission of caring for the people of our community," says department administrator Gail Stern.

## 4 A Gift of Fun

The finance department's community involvement committee, in conjunction with The Learning Express store in Saucon Valley, recently donated numerous toys for children to use in our outpatient pediatric clinic waiting rooms. Finance colleagues (l-r) Jan Smoyer, Karen Dimmig, Karen Schneider, Deb Gaugler, Tom Lonergan, Bernie Smith, Ed Cronin, Donna Christy, Wendy Tamandl, Michelle Woodroffe and Deb Schneiderhan made the presentation to Sue Jones, R.N. (far left), and Jarret Patton, M.D. (third from left), of the pediatrics clinic.

## 5 Giving Her a "Helping Hand"

Betsy Doherty (third from right), who operates the coffee cart inside LVH-Cedar Crest's Jaendl Pavilion, received a "helping hands" award from the Lehigh Valley Residents Association. Among the presenters (l-r): graduate medical education coordinator Kim Cornwell, Jennifer Ernst-Strow, D.O., Hillel Wiener, D.O., Bock Moyes, D.O., Nicole Agostino, D.O., and Erini Vasiliadis, D.O. The award is given to an "unsung hero" nominated by residents. "Betsy is pleasant every morning and makes sure everyone leaves with a cup of coffee and a smile," Cornwell says.

## 6 Preparing for the Worst

If a large-scale disaster or pandemic happens, LVHHN is prepared. This new mobile surge capacity hospital gives us the ability to care for 20 additional critically ill patients. Emergency preparedness coordinator Mike Wargo, R.N., and emergency department nurses Lillian Flynn, R.N., Peggy Borton, R.N., Maureen McDonough, R.N., Nicki Hatmaker, R.N., and Robin Huntington, R.N., set up the inflatable unit in less than four hours during a recent test. The structure also will be used to help care for people at Pocono Raceway's upcoming NASCAR race.

**Our colleagues also are winning teamwork awards** and making donations and presentations. To read more PRIDE in Our People, visit [lvh.org/checkup](http://lvh.org/checkup) or call 610-402-CARE.







## Be an LVHVN Advocate

Matt Howe of Doylestown was in serious condition. His local hospital diagnosed meningitis and a brain abscess. Caregivers prepared his family for the worst and suggested he be transferred to a Philadelphia hospital for specialized care. But Howe's aunt, Beth Hall, R.N., of the post-anesthesia care unit, told her family he'd receive superior care here. Following a MedEvac flight and surgeries to drain the abscess and remove a tumor in his sinuses, Howe is on the road to a complete recovery.

**Are you spreading the word about the quality of care at LVHVN?** If so, call 610-402-3175 or e-mail [Richard.Martuscelli@lvh.com](mailto:Richard.Martuscelli@lvh.com) and share your story in *CheckUp*.

## High Tech ORs

We are now performing general and minimally invasive surgeries in our two new operating rooms. "They're the largest and most advanced ORs we've ever built," says project manager Greg Marushak. Here's why:

- Equipment that records and saves video taken during surgeries
- Interface capabilities with our picture archive communication system (PACS), allowing physicians to immediately review digital images of patients' X-rays and MRIs
- Touch-screen lighting controls
- Multiple monitors, including a 52-inch plasma screen, give physicians a panoramic view.

Also look for progress in these areas this month:

- **The ring road** will be paved in front of the hospital from the five-story parking deck to employee parking lot 12. The road will remain open as flagmen direct traffic.
- **The emergency department (ED) pedestrian walkway** is now located alongside the Jaindi Pavilion as crews pour the foundation and erect steel for the new ED waiting room.
- Construction continues on the **new ED driveway** that will take patients and visitors to an ED parking lot that will double in size.
- **Valley Sports** will move into the first floor of The Center for Advanced Health Care.
- The installation of precast concrete panels will conclude on the third **patient/visitor parking deck**.



**Turn on the tunes**—OR mechanic Guy Roosevelt and colleagues will be bringing their iPods to our two new ORs. Not only are the rooms filled with state-of-the-art surgical equipment, colleagues can plug their iPods into the OR control panel and, as they often do, listen to their favorite music to lower stress and decrease anxiety during procedures.

# Happy Anniversary! AUGUST 2007



## Celebrating 30 years!

### Judy Hutchison, R.N.

Burn Recovery Center

#### Most Memorable Moment Here

Being a part of a carotid atherosclerosis study that demonstrated a reduced risk for stroke and was featured on "20/20"

#### My Inspiration at LVHNN

The many people who work here and make the patient the center of our care

#### Best Virtues

A willingness to go the extra mile to care for our patients, which I learned from other colleagues through the years

#### Other Areas Where I've Worked

6B, 5B, 4A, float pool, vascular lab and Trexlertown Medical Center

#### Favorite Pastimes

Camping, gardening, spending time with my extended family and restoring my home

#### Favorite Cafeteria Foods

Salad and soup



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

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for employees of

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AND HEALTH NETWORK**

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**INTERNAL COMMUNICATIONS**  
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**SENIOR EDITOR** Kyle Hardner

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Paula Horvath Yoo

#### PHOTOGRAPHY

Scott Dornblaser, Amico Studios

#### PRODUCTION ASSISTANTS

Joe Candio Jr., Leanne Katchur

## 40 YEARS

**Kathryn Kowalewski**  
Operating Room

**Sharon Spagnola**  
Hospice Unit

## 35 YEARS

**Andrea Howe-Perkin**  
Pre-op Staging

**Virginia Kovalovich**  
ASU-PACU/OR

## 30 YEARS

**Diane Breidinger**  
Outpatient Pediatrics

**Lillian Flynn**  
Emergency Services - CC

**Julia Gogle**  
Labor and Delivery

**Karen Griffith**  
ASU Staging

**Judith Hutchison**  
Burn Recovery Center

**Shelley Mesics**  
Nurse Staffing Office

**Christine Morgan**  
Electrophysiology Lab

**Catherine Piorkowski**  
Pediatric Specialty Center

**Susan Schalk**  
Home Care

**Woodrow Wilson**  
7A - Neuroscience Unit

## 25 YEARS

**Linda Altrichter**  
Surgical  
Specialists/Trauma

**Judith Bailey**  
I/S Administration

**Pamela Filipovits**  
Diagnostic Radiology

**Nancy Humes**  
Burn Center

**Mary Olewine**  
Operating Room

**Scott Terfinko**  
Respiratory Therapy

## 20 YEARS

**Christine Ash**  
Sleep Disorders Center

**Barbara Caserta**  
Patient Education

**Nancy Correll**  
Patient Accounting

**Carol Cyriax**  
4A Medical-Surgical Unit

**Donna Hill**  
3A IPCU

**Rosemarie Huyett**  
Nurse Staffing Office

**Lawrence Mann**  
Respiratory Therapy

**Beth Martin**  
Physician and Executive  
Recruiting

**Margaret Notaro**  
Nurse Staffing Office

**Guy Rosevelt**  
Engineering

**Valerie Rupp**  
Emergency Services

**Melanie Schiffert**  
I/S Administration

**Diane Sostak**  
Open Heart Unit

## 15 YEARS

**Gail Bodnarchuk**  
Nursing Administration

**Theresa Elwell**  
Emergency Services - CC

**Barbara Frank**  
I/S Customer Service

**Nancy Gibiser**  
Center for Women's  
Medicine

**Donna Kapes**  
Specialty Float Pool ER

**Jane Scott**  
MICU/SICU

**Donna Shiffert**  
LVPG ED Coding

**Linda Shumberger**  
I/S

**Wanda Sommer**  
Medical Records  
Transcription

## 10 YEARS

**Mary Damweber**  
Nursing Float Pool

**Diane Ensley**  
Psychiatry

**Ann Faust**  
Contracting

**Karen Gonzalez**  
Research Laboratory

**Deborah Haaf**  
Home Care

**Maria Heydt**  
ASU

**Laurence Karper**  
Psychiatry

**Robert Knox**  
LVPG Administration

**Barbara Korutz**  
LVPG Billing

**Jason Laskosky**  
Pharmacy

**Julie Miller**  
Admitting Office

**Kathy Miller**  
Spectrum Administrators

**Sharon Miller**  
Diagnostic Radiology

**Mary Jo Moerkirk**  
Emergency Services - CC

**Scott Racine**  
Psychiatric Rehabilitation

**Beatrice Rodriguez**  
Home Care

**Frances Sajkowicz**  
ASU-PACU/OR

**Jami Schnur**  
Nursing Float Pool

**Jesse Sterling**  
Clinical Engineering

**Glen Trevino**  
I/S Technical Operations

**Laura Vilasi**  
I/S Security

**Cindy Vrabel**  
LVPG Collections

## 5 YEARS

**Kathleen Brill**  
Physical Medicine

**Tina Burk**  
Nursing Float Pool

**Carolyn Cullison**  
EMR Capital

**Vickie Cunningham**  
Home Care

**Susan Dell**  
Internal Audit

**Myrna Frassetto**  
Diagnostic Care Center

**Randi Freitas**  
Progressive Coronary  
Care Unit

**Eliot Friedman**  
LVPBS-Hematology  
Oncology

**Linda Garber**  
Operating Room

**Debra Hausman**  
LVAS

**Dana Horrigan**  
4C Medical-Surgical Unit

**Tammy Howett**  
RHC Medical

**Catherine Kirkland**  
Nursing Float Pool

**Shana Konek**  
4A Medical-Surgical Unit

**Andrea LaFoca**  
Operating Room

**Michael Pavlik**  
Vascular/Interventional  
Radiology

**KaDedra Peterson**  
Psychiatry

**Roland Randall**  
Courier Services

**Kristin Sargent**  
NICU

**Wendy Stratz**  
Case Management

**Karen Tiedeken**  
Maternal-Fetal Medicine

**Susan Unruh**  
MICU/SICU

**Shannon Veneziano**  
Express Admissions Unit

**Jerrilyn Weitz**  
Maternal-Fetal Medicine

**Belinda White**  
Pharmacy

**Sarah Wida**  
Family Health Center

**Eric Witzel**  
Fitness Center

**Jacob Zimmer**  
Cath Lab

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