

MARCH 2010

CheckUP



Add Water, Receive a Bonus

Find out how much
you're getting, page 2

A PASSION FOR BETTER MEDICINE.™



A Reason for Optimism

You'll soon receive your reward for helping us 'fill the glass'



Is the glass half full or half empty? Your answer categorizes you as an optimist or pessimist. At Lehigh Valley Health Network, we respond differently than most. Our reply: add more water.

Our recent challenges are like that half-filled glass. Instead of debating whether or not we could overcome the challenges, we took action. We made a commitment to you. We vowed to preserve our workforce because our people are our No. 1 priority.

To overcome our challenges in the current economy, which included caring for those in our community who have lost their jobs and are without health insurance, we needed your expertise.

You responded. You poured water into the glass by embracing our System for Partners in Performance Improvement (SPPi). You found new ways to manage costs and work more efficiently, increasing the value of our care. Now we're beginning to see the water level in our glass rise. Your hard work gives us a reason to be optimistic, and you deserve to be rewarded.

As a reward, qualifying colleagues will receive a special bonus. If you're a full-time colleague, you'll be rewarded with a \$250 bonus. If you work part-time, your reward will be \$125. You'll receive your bonus in your Feb. 26 paycheck. The wage reduction for MIP management originally implemented last October also will be restored.

The extra water in our glass represents a strong first half of our fiscal year. It's what makes your reward possible. More people are turning to us for care. Hospital bed use is up 4 percent, emergency department visits are up 10 percent, and the number of outpatient registrations and Lehigh Valley Physician Group visits also increased.

While we're caring for more patients, we're also enhancing quality. Patient safety initiatives, like medication bar-coding, have lowered our medication error rate by 84 percent since fiscal year 2006. We also achieved our first-half patient satisfaction and cost-per-case goals. This helped us finish the first half of the year ahead of budget.

While we have good reason to be optimistic, it's important we stay the course. Many challenges remain, and with health care reform looming, we don't know what the future will bring. That's why we must continue to manage expenses, further increase our quality and find new efficiencies to become an even stronger health network.

Our goal is to keep adding water until our glass is full. Then we'll know we're reaching our full potential, no questions asked.

Elliot J. Sussman, M.D.
President and Chief Executive Officer



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A Prescription for Medication Savings

Generics can save you and the health network money



In the current economy, saving money is everyone's favorite pastime. Here's one way you can be a supersaver: choose generic prescriptions over brand whenever possible. It will save you money (many generics are now available at a \$4 co-pay through Choice Plus, as opposed to a \$40 co-pay for brand names) and help the health network lower the overall cost of Choice Plus.

Sound too good to be true? It's not. Pennsylvania law allows pharmacists to substitute a less-expensive generic equivalent drug for a brand name unless the prescribing doctor or patient requests otherwise. The Food and Drug Administration determines these equivalents, choosing generic drugs that contain the same active ingredients and work as well as their brand counterparts.

"Don't request a brand name unless you need one," says pharmacist Brian Lenich, director of Health Spectrum Pharmacy Services. "In general, generics are just as safe and effective. If you have questions, talk to your doctor or pharmacist about whether you really need a brand name."

While generics are preferred, they're not always available. Drug manufacturers receive patent protection on brand names starting 20 years from the date of invention, which means generic manufacturers cannot create the same drug for that time.

Even when no direct generic is available, there may be similar drugs in the same

class that could be just as effective. One example: Nexium, the well-known medication to treat heartburn and acid reflux. It's part of a medication class called proton pump inhibitors, along with drugs such as Aciphex, Prevacid and Prilosec. "Prilosec, which was the gold standard for many years, has a generic, omeprazole, that for most people works just as well as Nexium or any other proton pump inhibitor," Lenich says.

Because Nexium doesn't yet have a direct generic equivalent, you must specifically ask your doctor for omeprazole. Such a switch can create big savings. A 30-day supply of Nexium costs you a \$40 co-pay (and costs the health network \$135); omeprazole costs you a \$4 co-pay (and costs the health network just \$6).

Choosing generics helps the health network save on the \$15.4 million spent annually on prescription medications for employees. "By keeping medication costs down, you help our health network care for its community and keep our health plan affordable," Lenich says.

Get a list of \$4 generic prescriptions on the human resources Web site at hr.lvh.org (click on "benefits").

—Erin Alderfer

Greetings and Explanations

These new steps will help patients and families feel comfortable and informed

What do you do when you have dinner guests? You greet them, offer a chair, describe the menu, give directions to the bathroom and tell them to ask if they need anything. When your guests know what to expect, they feel comfortable and relaxed.

While we try to treat patients and visitors similarly, they told us they can feel uncomfortable about their surroundings and unsure about their care. To help them feel at ease and informed, we started two projects through the Patient-Centered Experience (PCE) 2016—our 10-year initiative to enhance all patients' experiences.

Here's how these projects will help you become a better host:

A warm welcome

You know the importance of practicing our PRIDE behaviors, but just as important is the consistency in which all of us practice them. That's why we're developing a standard way to welcome patients and taking steps to ensure we practice PRIDE without seeming robotic.

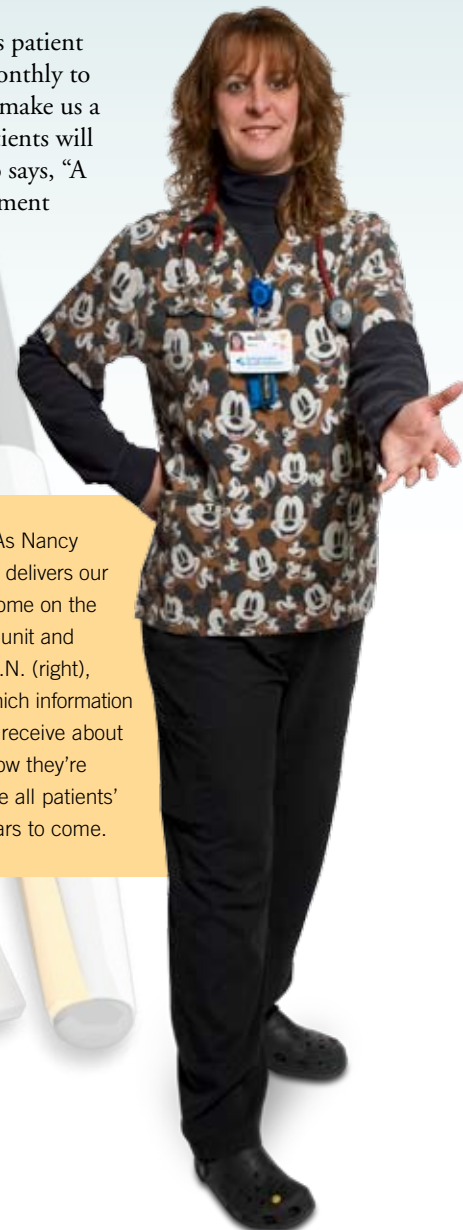
"These behaviors need to be a consistent part of our culture," says Jody Shigo, R.N., transitional trauma unit (TTU) director and co-project leader. To do so, we're conducting a pilot study on TTU. A standard welcome will be scripted. Colleagues will learn how to deliver it during a refresher course on PRIDE. Then they'll take what they learned to our guests.

More than a kind "hello," this standard welcome will familiarize patients and visitors with the unit and room—providing, for example, information about visitation policies and telephone usage. "The welcome must be flexible," says Judy Pfeiffer, R.N., mother-baby unit director and co-project leader. "The way it's done on a critical care unit will be different from the way it's done on my unit."

During the welcome, patients will receive a journal. Based on a design by nationally renowned patient advocate and author Sorrel King, the journal will give patients a place to write down questions about their care. Caregivers will review and answer those questions daily.

We'll monitor TTU's patient satisfaction scores monthly to see if these practices make us a better host. If so, patients will benefit greatly. Shigo says, "A comfortable environment promotes healing."

PCE participants—As Nancy Bauder, R.N. (left), delivers our new standard welcome on the transitional trauma unit and Rachael Daniels, R.N. (right), asks 6K patients which information they'd most like to receive about their care, they know they're helping us enhance all patients' experiences for years to come.





A plan for each patient

“Can I get out of bed?” “Why am I taking this medication?” “What is my doctor’s name?” Patients have many questions, and it’s unfair to think they’re well enough to remember all the answers.

To help, we’re developing a system that will give each patient a daily plan of care. “It’s an easy-to-read fact sheet about each patient,” says Kristina Holleran, R.N., 6K patient care specialist and co-project leader. “Patients and family members will be able to refer to it whenever they have questions.” If it doesn’t contain the answer, they can write their question in their journal.

One sheet can’t contain everything. So to determine which information is most important, we surveyed patients, visitors and caregivers on seven different units, and members of the PCE Advisory Council. We’re using the results to design the fact sheet.

Once it’s designed, the software needed to populate the fact sheet will be developed. “This software doesn’t exist because we’re one of the first health networks in the nation doing this,” says Jan Wilson, R.N., nursing information services manager and co-project leader. “It will likely pull information from each patient’s electronic medical record. Other information may have to be keyed in.”

More questions need to be answered. Who presents the fact sheet to the patient? How is the fact sheet kept handy without jeopardizing patient confidentiality? Can it be created in multiple languages? These and other questions will be answered by the time we pilot the project this fall.

—Rick Martuscelli

My Visit With President Obama

Technical partner trainee Tina Dixon talks about her trip to the State of the Union

“What do I wear?” It’s the first thought Tina Dixon had when she received an invite to President Barack Obama’s State of the Union address. Lehigh Valley Health Network colleagues helped her with that answer—and supported her on her incredible journey. Here’s her story in her own words:



The back story

I was married for 17 years when my husband left me last September. Although I had a bachelor’s degree in broadcast journalism, I hadn’t been in the workforce for 13 years. I had to support my family and needed public assistance and food stamps to get by.

CareerLink in Allentown helped me get back on my feet with job training. I applied for a nursing support role at Lehigh Valley Health Network when....

The envelope

President Obama visited CareerLink on Dec. 4, and I was chosen to meet him there. As I left home, my 10-year-old daughter, Allison, handed me a letter. It told our family’s story and asked the president to pray for us. I handed it to President Obama and asked him not to read it in public because it was a real tearjerker. He wrote back and said, “Dream big dreams.”

While at CareerLink, I met Macon Phillips, director of the White House’s Web site. He gave me his card and asked me to call him. When I did, he was on Air Force One, and I could hear President Obama in the background! Macon wanted to know if I would blog for the White House. I told him I would, but I’d have to call him back—I had chicken nuggets in the oven, and my oldest daughter had to get to a school dance! It was exciting, but my family was still struggling; three days after President Obama’s Allentown visit, my car was repossessed.

The job

On Dec. 21, I officially became a Lehigh Valley Health Network employee. I thought I'd be a support partner because I lacked previous nursing experience, but at the information session, Jonathan Davidson of human resources recommended the technical partner trainee program. Now I'm splitting my time between classes at Northampton Community College and clinical rotations at Lehigh Valley Hospital–Muhlenberg. I'm blessed to work for an employer who will pay for my schooling and offers great health care benefits. My long-term goal is to get my master's in nursing.

The invitation

On Jan. 24, Macon called and asked if I wanted to be a guest of Michelle Obama's at the State of the Union! Of course, I wondered what I would wear. . .and how I could possibly afford an appropriate outfit. Then a health network colleague anonymously donated store credit to Talbots. When I arrived, the clerk said, "I was told the sky's the limit." I walked out with a black suit, pearl necklace, red handbag, shoes—an entire new outfit. I'm eternally grateful.



The trip

In Washington on Wednesday, I received a nice surprise—a midafternoon phone call from health network president and chief executive officer Elliot Sussman, M.D. He offered well wishes and said he was thinking of me; I thanked him for allowing all this craziness while I start my new job.

That evening I met the 24 other invited State of the Union guests and received a motorcade ride to the Capitol. When I met Michele Obama, I said, "I feel like a rock star." She replied, "You are a rock star." I sat three rows behind Mrs. Obama during the State of the Union. (That's me behind the woman wearing the pink jacket.) The men sitting closest to me had served in Iraq. The U.S. Ambassador from Haiti was seated in front of me. I met exceptional high school students with an interest in science. I've never been so proud to be an American

and to work in health care. I met the president and first lady for a photo afterward. The president remembered me and thanked me for being there. The Obamas seem like "regular people," just like you and me.

The return

It was a great 48 hours, but in the end, I was glad to be back with my daughters and just be "mom." I'm thrilled to return to my studies so I can help patients. Lehigh Valley Health Network is the happy ending to a rough story.

To learn more about the technical partner trainee program, visit lvhn.org/checkup.

Creating a Quiet Space

How to build a place to rest, reflect and recharge

You work hard. Your day is busy, fast-paced and often stressful. Is all this weight on your shoulders taking its toll? Maybe it's affecting the way you work or interact with patients, visitors and colleagues. If so, there's a solution: visit your quiet space.

What? You don't have a quiet space. Ollie Neith, program director for Preferred EAP (the network's employee assistance program), believes you need one. "With all the demands placed on health care workers, the need for a personal refuge—a quiet space—is a necessity more than a choice," he says. "Taking just a few minutes to relax in the tranquility of a peaceful spot can relieve stress and recharge you to meet the challenges of the day."

Creating a quiet space in your office or department also is recommended by colleagues associated with Well U., our program that helps you eat healthy, exercise and reduce stress at work and home. Here are tips to help you create your quiet space.

Think about:

- Your available space. It doesn't have to be an entire room. An out-of-the-way corner will do just fine. The hospital chapel or your car works well too.
- What makes you happy, comfortable and relaxed. Incorporate these elements to make the space special.

A quiet space should include:

- Comfortable seating. Consider relaxing on floor cushions, a swaying rocker or recliner, or a stuffed chaise.
- Soothing sounds. Introduce wind chimes, a water fountain or soft music.
- A calming visual. A photo, poster or screensaver will do the trick.
- An alarm clock. Set the alarm so you don't have to peek at the time or worry about the future.

If your quiet space is shared with others:

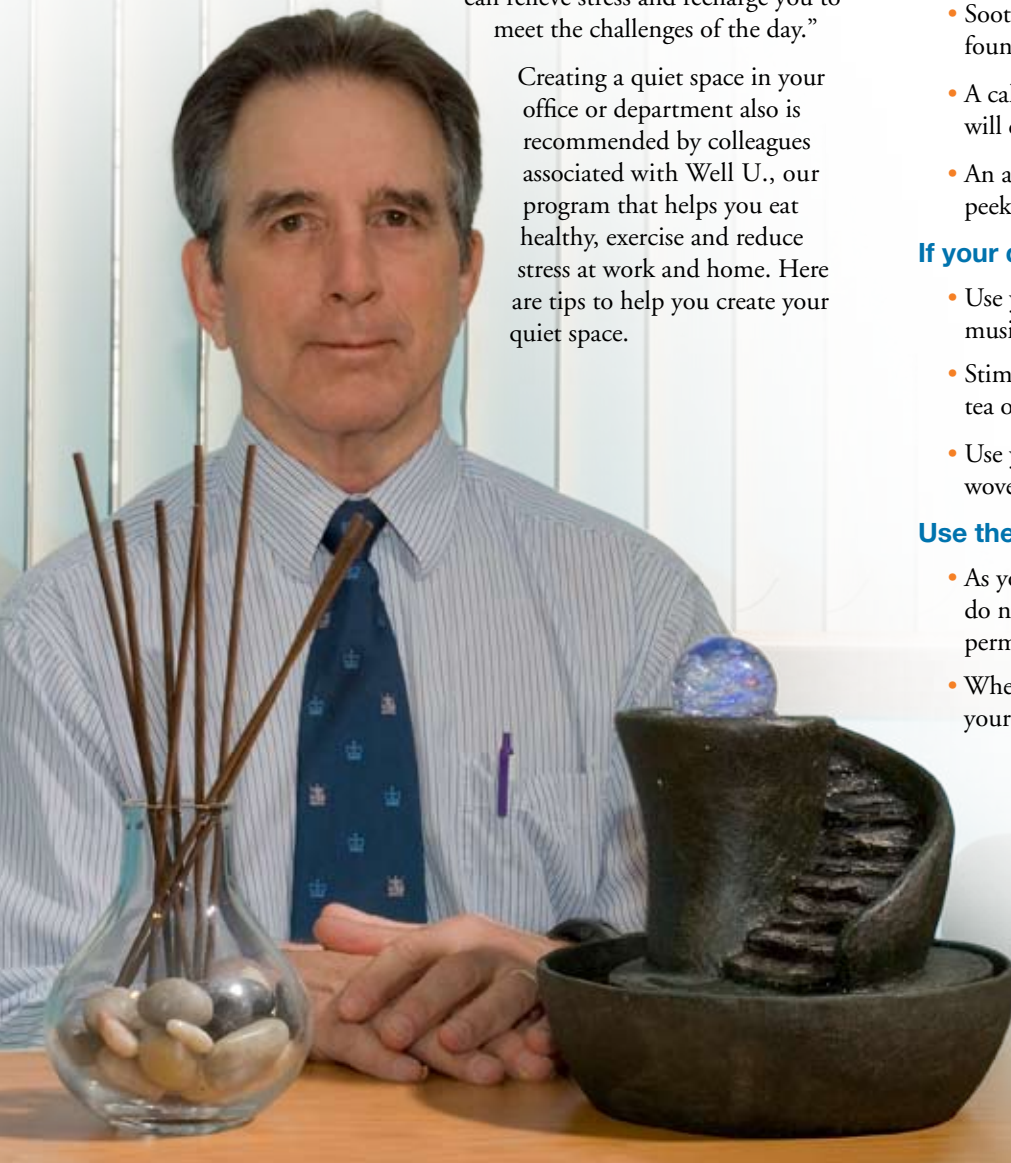
- Use your iPod. Choose your favorite calming music.
- Stimulate your sense of taste. Peppermints, herbal tea or cinnamon candies awaken the taste buds.
- Use your sense of touch. Hold feathers, seashells, woven cloths or a teddy bear to alleviate stress.

Use the quiet space:

- As you wish. Reflect and meditate, or sit still and do nothing. Thinking, doing or worrying is not permitted; deep breathing is.
- When you wish. Charge up at the beginning of your shift or wind down at the end of the day.

—Rick Martuscelli

The sound of silence—The trickle of a mini waterfall and a decorative vase help Ollie Neith, program director for Preferred EAP, de-stress in his quiet space.





She Inspires Nursing Careers

Then and now—Stephanie Sarge (left) was so inspired by the care she received as a child from Loretta Gogel, R.N. (as seen below), she chose to study nursing at Cedar Crest College.

Loretta Gogel, R.N., is passionate about caring for children and mentoring future nurses



Loretta Gogel, R.N., still remembers the 12-year-old girl admitted to Lehigh Valley Hospital–Cedar Crest around the holidays in 1998. “She had strep bacterial pneumonia and was very sick for two or three weeks,” Gogel says.

The girl remembers Gogel too. “Loretta sat with me, held my hand and made everything seem OK,” says

Stephanie Sarge, now 23, of Andreas. Gogel encouraged Sarge to keep active and have fun to improve her breathing. At one point, she took Sarge to the lobby to help decorate the Christmas tree and visit the gift shop.

After Sarge recovered and left the hospital, her family kept in touch with Gogel. During Sarge’s junior year in high school, she visited Gogel on the pediatric unit, bringing flowers and

important news. Because of the compassionate care she had received years earlier, Sarge chose to study nursing in college. “I wanted to be that person at the bedside using my expertise to help,” Sarge says. “Loretta is a great role model, and I still look up to her.”

Gogel heard a similar call when she was a young girl. The oldest of six children, she often took care of siblings and cousins while growing up. She began working at the health network as a candy striper at age 13 and has worked in pediatrics for all of her 30-year nursing career. “I love pediatrics because you don’t just take care of the child but the family,” she says. “We’re able to change people’s lives, and that’s really rewarding.”

Gogel’s passion for pediatrics care inspires others to follow her lead. Another of Gogel’s past patients and a patient’s relative also chose nursing careers after receiving hospital care from her.

Sarge is the latest to capture Gogel’s spirit. She is on-track to graduate from Cedar Crest College in June with a bachelor’s degree in nursing. While on rotations, she made another decision: to specialize in pediatrics, just like Gogel. “I’m so proud of her, it makes me want to cry,” Gogel says. “When somebody tells you you’re an inspiration, I can’t tell you how good it makes you feel.”

—Richard Laliberte

Mastering 'Crucial Conversations'

Patient satisfaction and high-quality care depend on open dialogue

Do you need to have a Crucial Conversation?
Check any that apply ...

- _____ You know you should talk to someone about concerns that you have with him but you don't because you don't want to offend or upset him.
- _____ You aren't getting the results you want at work and can't seem to mesh as a team.
- _____ You keep having the same heated discussions with a family member and nothing seems to change.
- _____ Not everyone on your team is pulling his weight.
- _____ People's best ideas aren't being heard or implemented.

If you checked any of the above, then you're facing a Crucial Conversation.

Not being able to have effective conversations with others can lead to poor results. "Good care starts with effective, team-based communication," says family medicine physician Mark Wendling, M.D. "Without that, everything goes downhill, and medical mistakes can happen."

A study performed in conjunction with the American Association of Critical Care Nurses and authors of the best-selling book "Crucial Conversations: Tools for Talking When Stakes Are High," reached the same conclusion. In the study, researchers explored specific concerns health care colleagues have difficulty addressing, which ultimately contributes to avoidable medical errors. Those concerns include broken rules, mistakes, lack of support, incompetence and poor teamwork.

Our health network decided to bring "Crucial Conversations" workshops to our colleagues to encourage open dialogue. Open dialogue leads to improved patient care and satisfaction,

SHARED SUCCESS PLAN

Fiscal Year 2010

Second Quarter Results

Help us reach our goals!

You play a vital role in helping us meet our **overall patient satisfaction** and **cost-per-case** goals.

If your hard work helps us meet these goals and our health network's overall financial goals by the fourth quarter, you may be rewarded.

Our FY 10 Goals

- **Threshold** (Good)
- **Target** (Better)
- **Maximum** (Best)

as well as a better work environment and more satisfied employees. Taught by 19 internal faculty members (including Wendling), our health network offers the book-based workshops to leaders throughout the network and clinical colleagues who work in critical care areas. The goal is for attendees to practice and model the skills and share what they learned. Many people who take the course say they can now talk to almost anyone about almost anything. They get results through open dialogue and know how to make conversations at work (and home!) more productive. That's why it's considered a tool that supports our Systems for Partners in Performance Improvement (SPPI) effort.

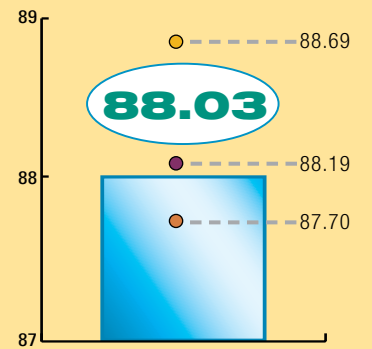
The concept of open dialogue, which lies at the heart of Crucial Conversations, is closely linked to our PRIDE behaviors. A few years ago, a team led by patient care services administrator Courtney Vose, R.N., and Jack Dunleavy of organizational development worked on a peer accountability initiative they dubbed Peers and Partners in PRIDE. "The bottom line is we need to hold colleagues accountable for PRIDE behaviors because this positively affects the quality of patient care, our health network's patient satisfaction goal, and employee satisfaction," Dunleavy says.

There's a way to do it right—and that's what "Crucial Conversations" participants learn. Dialogue takes time, but the alternative takes even longer. "The faster we address our own communication issues, the better care we can provide to our patients," Wendling says.

You can learn Crucial Conversations skills. Until you take a class or learn from your manager, you can find useful information at lvhn.org/checkup. (This will link you to silencekills.com and crucialconversations.com)

—Amy Koch

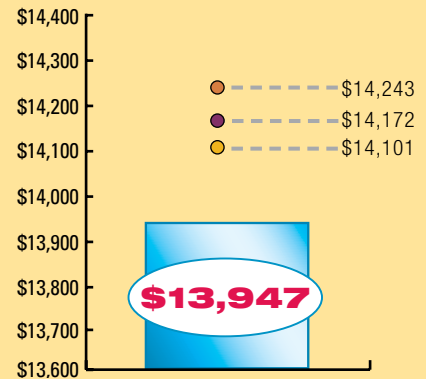
Patient Satisfaction



We're exceeding our threshold (good) goal.

Cost Per Case

(lower is better)



We're exceeding our maximum (best) goal.

Connect With Us in New Ways

Lehigh Valley Health Network continues to find new ways to connect with colleagues and community members. Last month the health network announced its purchase of the Inn at Moselem Springs in Richmond Township, Berks County. This investment will help us offer services and improve access for thousands of patients in that region who currently use our health network. Senior strategic planner Jon Larrabee, a Berks County resident, is hosting information sessions and



connecting with the community in many ways, including a blog at lvhn.org/moselemsprings. Encourage people you know from the Fleetwood Area School District to attend these

sessions, visit the blog and get answers to their questions. Plans for the Health Center at Moselem Springs will be finalized once this community input is gathered.

Here's another new way to connect with our health network: our new mobile site. Access your cell phone's Web browser (standard data charges apply) and type in lvhn.org. There you'll find a cell-phone-friendly version of the health network's Web site, where you can search for a doctor by specialty, name or zip code. On many cell phones you can call 610-402-CARE with the push of a button and get more detailed physician information. You'll also find maps and directions on the mobile site, plus a list of frequently called numbers. Tell your friends, family and neighbors about our new mobile site.



R&R Spotlight

A little snack can give you the motivation and energy you need to face the rest of the day. That's the idea behind the snack box in Lehigh Valley Hospital–Muhlenberg's emergency department (ED). It provides colleagues with a bite to eat when the unpredictability of the ED causes them to miss a meal. Tara Wisniewski, R.N. (right), Donna Beahm, R.N., and their fellow Reward and Recognition (R&R) committee members use money from the sales of snacks to buy gifts for every ED colleague during nurses' week. For the holidays, colleagues also receive gift cards and enjoy an annual Christmas breakfast.

Does your department have unique R&R activities? If so, call 610-402-3175 or e-mail Richard.Martuscelli@lvh.com and share your story in *CheckUp*.



Guide to Our Care

LVPG

Lehigh Valley Physician Group is pleased to welcome Lehigh Family Medical Associates. Henry Liu, M.D., Michelle Dilks, D.O., Joseph Zienkiewicz, D.O., Anna Keane, D.O., and Sharon Smith, C.R.N.P., will provide care for patients in the practice located at 1251 S. Cedar Crest Blvd., Suite 102-A. The practice formerly was called Liu and Associates.

Neurosurgery

Our neurosurgeons use minimally invasive techniques to manage intracranial surgical disease whenever possible. For example, surgery for pituitary gland tumors can be performed through the nose. Called transphenoidal hypophysectomy, the procedure requires just a small incision inside the nasal passage.

Cancer Care

Do you know someone who has been putting off having a hysterectomy? Our gynecologic oncology specialists perform robot-assisted hysterectomy surgery with the da Vinci® Surgical System. This enables gynecologists to perform the most precise, minimally invasive hysterectomy available today. Women who are candidates for da Vinci surgery experience less pain, a faster recovery and improved medical outcomes.

The Buzz

in Our Community



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

Story of a Presidential Trip

Tina Dixon's trip to Washington, D.C., for President Barack Obama's State of the Union address made headlines for the better part of a week. Four Philadelphia television stations, along with 69 News (WFMZ-TV), ran various pieces about her trip, while *The Morning Call* and *Express Times* featured Dixon in several stories. Her story also was told regionally and nationally in various newspapers and news sources.

Other headline-makers:

- Trauma surgeon **Robert Barraco, M.D.**, wrote a *Morning Call* opinion-editorial urging for legislation on cell phone use and safe teen driving.
- *The Morning Call*, 69 News, *The Express-Times*, *The Reading Eagle*, *Kutztown Patriot* and *The Hamburg Item* all reported the health network's purchase of **The Inn at Moselem Springs**.
- Cardiologist **Joan Homan, M.D.**, and a patient discussed stress and your heart on *69 News at Sunrise* with Eve Tannery.
- The Allentown School District's partnership to bring our **telehealth** program to the district was featured on 69 News.
- In the aftermath of the Haiti earthquake, 69 News featured pediatrician **Scott Rice, M.D.**, urologist **Paul Berger, M.D.**, and internist **Iqbal Sorathia, M.D.**, each of whom made trips to Haiti to care for earthquake victims.

—Matthew Burns

Heart Care

Ronald Freudenberger, M.D., is our new chief of cardiology and medical director of the Regional Heart Center. In this role, he will provide leadership for the largest heart program in the region and fourth-largest heart program in Pennsylvania. Freudenberger remains medical director of our Center for Advanced Heart Failure and is a member of Lehigh Valley Heart Specialists.

Burn Care

When a patient is recovered from a burn injury and ready to return to school, our re-entry program creates a smooth transition. A nurse educator and social worker visit the school. They speak to the patient's classmates about what the patient will look like, what he needs to do to care for his injuries, how they can provide support and ways to prevent burn injuries themselves.

Pregnancy Care

If you have family or friends in the Upper Bucks area who are expecting a baby, tell them they have access to our high-risk pregnancy specialists through our partnership with Grand View Hospital. Using state-of-the-art imaging and diagnostic equipment, our maternal-fetal medicine specialists conduct outpatient appointments at the Sellersville hospital and provide consultations to patients in the hospital.

It's Time to Start Training

This year's Lehigh Valley Health Network Marathon for Via is set for Sunday, Sept. 12. It will include a half marathon, full marathon, 5K walk and five-person team relay. If you plan to participate, you should begin your training now. The 26.2-mile course starts at Lehigh Valley Hospital–Cedar Crest in Allentown, winds through the Lehigh Parkway to the Lehigh River Canal Tow-path, stretches through Bethlehem and ends in Easton.

The event raises funds for Via of the Lehigh Valley's Community Connections program for people with disabilities. Registration for the race is open. Log on to vianet.org for details. Stay tuned for training tips and for ways you can get involved with the race through our health network.



PRIDE in Our People



- 1. Special recognition**—Anyone who has surgery receives specialized care from a perianesthesia nurse. These professionals are specially educated to care for patients before and after surgery and during many medical procedures. They play a critical role in health care. In recognition of PeriAnesthesia Nurse Awareness Week, perianesthesia nurses were honored by our health network on Feb. 1. Sen. Bob Mensch (R-Pa.) delivered a special proclamation.
- 2. High-tech care at school**—Our health network, the Allentown School District and the Dorothy Rider Pool Health Care Trust will bring telehealth to area schools. A Pool Trust grant will help to pay for a pilot program at

Cleveland, McKinley and Central elementary schools. This program will increase access to care for about 1,200 children through technology like “George,” shown here with Joe Tracy, vice president of telehealth services. The goals: to help reduce lost work time for parents and guardians of children who need care, and to improve care for children with chronic diseases.

- 3. Special delivery**—Our health network recently helped coordinate a delivery of toys and stuffed animals to the children of Ghana. The effort was spearheaded by Eva Levitt, wife of Larry Levitt, M.D., Lehigh Valley Health Network's first neurologist. In all, 13 duffel bags were delivered to the children.

Schedule

For more details on classes (including times, locations and costs), call 610-402-CARE or visit lvhn.org/checkup.

Culture of Wellness

March 3 – After Delivery Parent Gathering - NEW

March 6 – The Health of Touch - Partner Massage I

March 8 – CPR Family and Friends

March 8 – Cardio Kickbox

March 9 – Car Seat Check

March 10 – Kickbox Training Camp

March 13 – Safe Sitter

March 13 – Boot Camp

March 15 – Cardio Cross-Training

March 15 – Keep Fit and Stay Healthy Body Composition Screening

March 16 – What to Do When Your Kids Drive You Crazy

March 17 – Mother-Daughter Zumba

March 20 – Reiki I

March 22 – FlashFit

March 22 – Becoming Mom and Dad

March 23 – Pilates Express

March 23 – Aqua-New

March 23 – Anti-Aging Mineral Makeup Seminar

March 23 – Belly Dancing for Fun and Fitness Intro

March 23 – Belly Dancing for Fun and Fitness Level II

March 25 – Aqua-New

March 25 – Car Seat Check

March 26 – Belly Dancing for Fun and Fitness Intro

March 26 – Belly Dancing for Fun and Fitness Level II

March 27 – Sampler Class

March 29 – Building a Strong Family Financial Foundation: Developing a Budget

March 30 – Age-Proof Workout

March 31 – PUMP

Benefits

Refer a Physician, Earn \$500

Special Events

March 16, 17 and 18 – VALIC Retire at Ease

March 16 – Get Ready for Summer! Newest techniques in Body Contouring

March 27 – Storybook Breakfast presented by the Literacy Center

Oct. 7-12 – Key West

Employee Discounts

10% off at Willows Restaurant, Macungie, and \$1 off admission at Lehigh Valley Zoo

Service Stars of the Month



(L-r) Mercedes Jurkiewicz, R.N., Carlos Cedeno, Edgardo Maldonado, M.D., Sheyla Torres, Betty Bohorquez, P.A., Stephanie Roque, and Ada Rivera, Centro de Salud, Nominated by Debbie Salas-Lopez, M.D.

When internist Edgardo Maldonado, M.D., saw his patient for an appointment at Centro de Salud, he barely recognized her. After a recent visit to another area hospital, the woman had developed many complications. She suffered from constant pain and was extremely depressed.

Maldonado ordered some tests, and the results received later that day showed the woman needed emergency attention. But the woman had returned home. She feared an ambulance would take her to the nearest hospital, and she didn't have transportation to come to our health network.

So Centro de Salud colleagues responded. They went to the patient's house after hours, brought her to Lehigh Valley Hospital-Cedar Crest's emergency department, comforted her and narrated all her patient information to her caregivers. "This team got her the care she needed and deserved," says internist Debbie Salas-Lopez, M.D., chair, department of medicine. "It's a great example of how they make a difference in people's lives."

—Kyle Hardner

Things to remember when nominating a Service Star:

- Choose a colleague or a team of colleagues.
- Tell a story. Specifically explain how the colleague or team did something extra special.
- You don't have to provide direct patient care to be a Service Star. All colleagues and teams can be nominated.

To nominate a star, go to the intranet at lvh.com. Go to the "Find Fast" box and click on **Service Star Nomination**.

Congratulations to Award Nominees

Yvette Green, behavioral health

Welles Vaupel, R.N., emergency department

Karen Uhler R.N., Maureen Garriga, R.N., and 4T staff

Hamed Amani, M.D., Gary Szydlowski, M.D., and Jackie Fenicle, R.N., Regional Burn Center

Kimberly Gey, C.R.N.P., emergency department

Julie Hannaford, R.N., Tracy Erie, R.N., Deborah Stupak, R.N., Judy McGovern, R.N., Wendy Kowalchuk, R.N., and Sue Groller, R.N., dialysis

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March 2010

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Engineering

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5T Medical-Surgical

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7A Neuroscience Unit

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Engineering

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LVPG

25 Years

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Lynette Yoder
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20 Years

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Surgical Unit

Codie Gold
Emergency Services

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Supply Distribution
Services

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Information Services

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15 Years

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5 Years

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Medical Records

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