

CHECK UP

APRIL 2007

A MAGAZINE FOR EMPLOYEES
OF LEHIGH VALLEY HOSPITAL
AND HEALTH NETWORK

The image features five black silhouettes of people standing in a row, holding a large, glowing sign. The sign has a blue border and yellow text. The background is a solid light blue, and the floor is a slightly darker shade of blue. The silhouettes are cast onto the floor, and a large yellow question mark is positioned in the center of the floor in front of them.

WHO IS THE BIGGEST LOSER?

Find out on pages 8 and 9.



It's Time to Take Action

The steps we take now to support our Turn-Around Team will help us continue to deliver high-quality care to all

You walk into the supermarket for a carton of milk, and when you get to the checkout, you're shocked. A cashier is at every register, yet the lines are four- and five-people deep.

Why did this happen? The store had more demand—more shoppers—than the cashiers could accommodate. Unfortunately, a similar situation happens at times inside our hospital. When inpatient beds and the emergency department (ED) are full, we can't accommodate the growing number of people who request our hospital's services. That means patients sometimes are sent to other hospitals, or wait longer than expected in our ED.

At the grocery store, long lines leave you frustrated. Inside our hospital, such logjams are more serious. **If a patient is well enough to go home but his discharge is delayed, it takes a hospital bed away from someone else who needs it.**

While our patient safety record is excellent, national data shows the longer patients stay in the hospital, the higher the risk for falls, pressure ulcers and infections.

This isn't a new issue, but it is complex. We addressed it three years ago through Growing Organizational Capacity (GOC) and enjoyed

many successes, including fully automating our bed management system and reducing bed-cleaning turnaround times. GOC set the foundation for future improvement, but it didn't solve everything.

That's why we've created the Turn-Around Team. Led by Terry Capuano, R.N., it's a group of 36 leaders from throughout our network—physicians, nurses, directors and administrators—who are working to ensure the greatest patient safety and access.

The team's first step is reducing length of stay. It rose from 4.9 to 5.3 days at LVH—Cedar Crest, even though our number of admissions and complexity of patient cases remain steady. A half-day increase may not sound like much, but when you multiply it by about 40,000 annual admissions, it's huge.

So the Turn-Around Team is meeting weekly and working with our physicians to change processes. We are encouraging our physicians to discharge patients earlier in the day and before (or during) weekends and to order non-urgent tests after the patient goes home. We also are launching other projects, such as assigning a case manager to help with complex patient cases. And we accelerated the first phase of ED expansion at LVH—Cedar Crest to expand capacity earlier (see more on page 15).

The Turn-Around Team is looking at other areas, too. We want to ensure that people who currently can't receive care because our hospital is too full will indeed receive care as we reduce length of stay. We also are looking at ways to increase our efficiency and productivity.

For the turnaround to succeed, we'll need everyone's help. You can help immediately by setting expectations for a patient's discharge upon admission, following a patient's care plan efficiently and thinking proactively about scheduling diagnostic tests. You also can encourage your patients to get back on their feet as soon as they are medically ready.

You'll be hearing more about the Turn-Around Team, and your talent and enthusiasm will help us excel. With every patient encounter, think about how we can create safer, better and more efficient care. We've pulled together and found innovative solutions to complex problems before, and I have full confidence that we will do it again.



Stuart Paxton

Stuart Paxton
Chief Operating Officer

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46 Years, 1 Job

Caring for children is the only job
Marlene Clouden, R.N., ever wanted

Could you imagine doing the same job for 46 years?

Marlene Clouden, R.N., wouldn't have it any other way. Since Dwight D. Eisenhower was president and "Gunsmoke" was television's hottest show, Clouden has been doing what she does best—caring for children.

When Clouden began her career in 1960 at The Allentown Hospital (now LVH-17th and Chew), she never dreamed she would be caring for newborns in the neonatal intensive care unit (NICU) in 2007. "When you begin a career, 46 years seems like a long way off," she says. "But time has passed very quickly."

Over the years, many things have kept this 67-year-old caregiver enthusiastic about her job. "I love the people I work with," Clouden says. "I've been working alongside many of them for more than 20 years, and lasting friendships have formed."

Clouden's love of learning also has kept her career fresh. She still learns something new every day. It's a characteristic instilled by one of her mentors, Forrest G. Moyer, M.D., the founder of our pediatrics department. "In neonatal nursing, the way we deliver care and the technology is constantly changing and improving," she says. "I believe life is a constant learning experience."

What makes her nursing career most rewarding are the relationships she builds with patients and their families. One relationship stands out among the rest. When Abby Bartholomew was born prematurely, Clouden got to know her father, who would have to raise the baby on his own. "We formed a special bond. I told him I wanted to adopt him as another son," she says. When Abby was well, Clouden got to know the rest of the Bartholomews. She and her husband, Russell, formed a special friendship with Abby's grandparents, Gordon and Ann. Today, they travel the world together, and both families remain close.

Last year, Clouden reluctantly cut back her hours to spend more time with family. After more than four decades on the job, she still enjoys every moment she spends caring for children and doesn't take anything for granted. "It's still the most awesome thing to see a baby being born, to care for that child and to be treated like I'm part of the baby's family," she says. "I've been blessed to do what I always wanted to do—what I love to do."

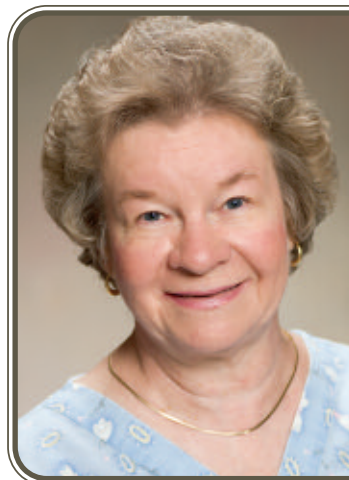
Rick Martuscelli

Always there—
Not only was Clouden at Abby Bartholomew's side in the NICU, she was there to celebrate with the rest of Abby's family at her christening.



Then and now—

In 1960, Marlene Clouden, R.N., graduated from The Allentown Hospital School of Nursing (above). In 2006, she was honored at our Star Celebration event for her 45 years of dedicated service (below).



When People Get DIFFICULT

Follow these simple strategies to deal with negative colleagues

Are you frustrated with a colleague? Do you obsess about his behavior? Do you think your colleague dislikes you because she's rude to you? If you answered "yes," it's time to take action.

"Don't allow yourself to become a victim of a colleague's difficult behavior," says counselor Linda Unser, of the Preferred Employee Assistance Program (EAP), a confidential counseling service (covered by Choice Plus) that helps employees deal with personal problems. "It's more about what your colleague is struggling with and not about you." When people consistently exhibit difficult behavior, such as not completing their work or being rude, there's a reason. "Your colleague's behavior gets him what he wants, like attention," Unser says.

The best approach is to work out differences with your colleague first. Stick to the facts and leave your emotions out of the conversation. Talk simply and briefly, then let him respond. "Your colleague has to feel some control," Unser says. "Don't just focus on his negative behavior. Offer positive feedback, too." If the situation doesn't improve, talk to your supervisor. Here are behaviors you may encounter and how to handle them:

1. Never Completing Work on Time



Scenario:

John turned in his report late. Because of this, you couldn't meet your deadline.

Why this happens: He feels overwhelmed and thinks he's doing too much work.

Reward for acting this way: He feels in control and exhibits a "nobody will tell me what to do" mentality.

How to deal with it: Treat him respectfully, and stick to the facts.

What to say: Focus on how his behavior makes you feel. Say something like, "I feel frustrated when you don't get your work done on time. It affects us all. I appreciate that your reports are thorough, but I need to know when they will be done."

2. Making Others Feel Inferior



Scenario:

You are new to the department. Long-time colleagues Lisa and Cindy constantly find fault with your work, ignore you and talk to you sarcastically.

Why this happens: They feel threatened by you.

Reward for acting this way: You quit.

How to deal with it: Don't doubt yourself.

What to do: Stay strong. Remind yourself that it isn't what's wrong with you, it's their insecurity.

3. Constantly Complaining



Scenario:

Everyone in your department has to learn a new computer program, but Jane complains about it often. "This is stupid," she says. "Why can't we continue using the old program?"

Why this happens: People complain when they are afraid of change and lack confidence. Change equals loss.

Reward for acting this way: She might be told she can continue using the old program.

How to deal with it: Don't be intimidated.

What to say: "You seem to be struggling with the new program. I know once you learn it, you'll do a great job. Do you need help understanding a particular part of it? How can we work on this together?"

4. Whining About Workload



Scenario:

Tom complains to colleagues that he has more work than everyone else.

Why this happens: People expect fairness.

Reward for acting this way: He gets attention or sympathy.

How to deal with it: Don't indulge him. Focus on your own work.

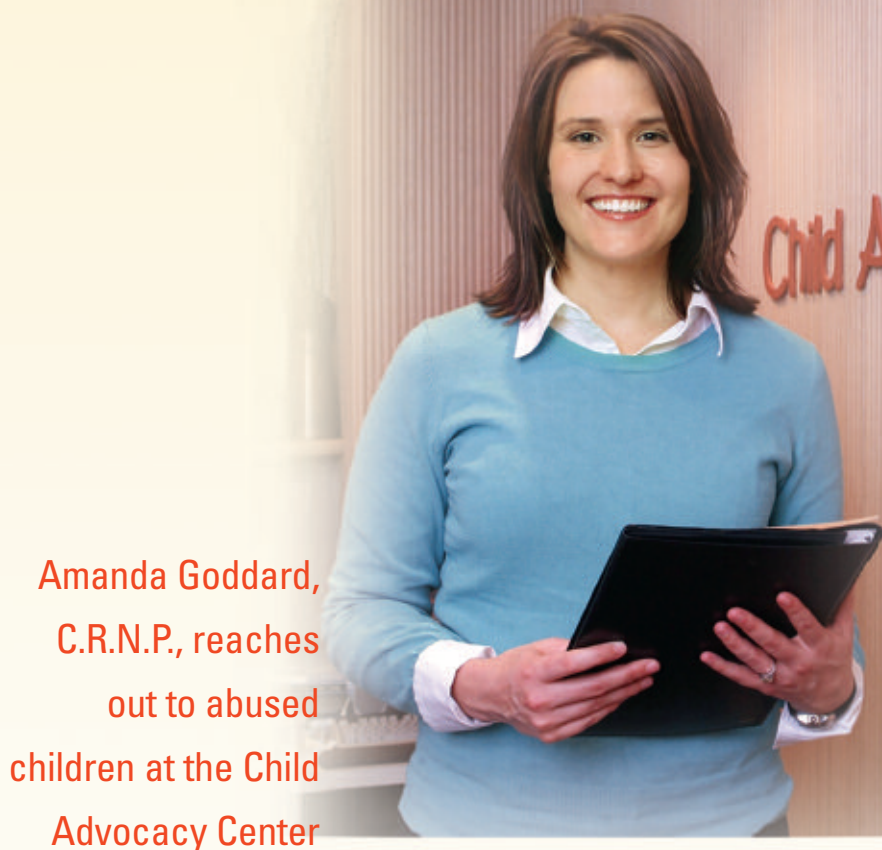
What to say: "We all juggle heavy workloads. This is a busy place to work. Maybe you should think about whether this job is right for you."

Kimberly Hassler

Need More Help Dealing With Difficult Behavior?

- **Attend a Preferred EAP workshop**—see page 13.
- **Call Preferred EAP** (610-433-8550) to schedule an appointment with a counselor. If you work here at least 16 hours a week, you and your dependents can receive up to five free sessions per year.

A Safe Haven *for Children*



Amanda Goddard,
C.R.N.P., reaches
out to abused
children at the Child
Advocacy Center

A passion for children's care—"Since I was a child, I knew I always wanted to help children," Amanda Goddard says. Her journey took her from her Omaha, Neb., hometown to Denver, and now to LVHHN as a nurse practitioner at the Child Advocacy Center and the pediatrics clinic, LVH-17th and Chew.

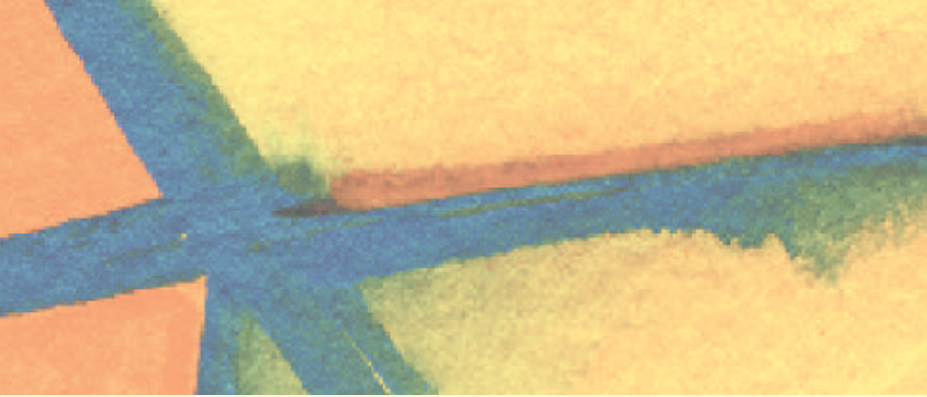
Amanda Goddard will never forget her first visit to an intensive care unit as a pediatric nurse in her Omaha, Neb., hometown. "I saw the horror of children who were badly beaten," she says. "I knew I had to help."

So Goddard worked tirelessly to become a pediatric nurse practitioner and a sexual assault forensic examiner (SAFE). Then she looked for the perfect place to turn her knowledge into a helping hand for children.

She found it at LVHHN through a community partnership with the Child Advocacy Center (CAC) of Lehigh County. One of 500 such centers nationwide, the CAC brings together law enforcement, child protective services, the district attorney's office, victim advocacy,

mental health services and medical services to provide protection for abused children.

Goddard spends three days each week at the CAC office in downtown Allentown. Inside a specially designed exam room with Raggedy Ann and Andy dolls, she performs head-to-toe assessments of abused children who are referred from Lehigh County Children and Youth Services. "I reassure the child, talk to him, read him stories and develop trust," Goddard says. "I never begin an exam until I'm sure the child feels comfortable."



How SAFE Helped One Woman



Talking safety—To further educate our community about sexual assault, (l-r) Julie Albertson, R.N., Shirley Wagner, R.N., Barb Davis, R.N., Barb Fadale, R.N., and Melissa Teitsworth, R.N., hand out SAFE cards in the community and reach out to college and high school students about risks like date rape drugs.

During the exams, Goddard also collects potential medical evidence. If necessary, she will testify in court on a child's behalf. "Our goal is to make sure a child never suffers the trauma of testifying," Goddard says.

Before the CAC began in 2001, child abuse cases sometimes weren't investigated until six months after they occurred, and an abused child often had to tell his story multiple times, causing more trauma.

Thanks to the CAC process, the efforts of investigators are coordinated, and the trauma of the investigation is significantly reduced for the child.

LVHHN's commitment to the CAC is part of the hospital's community benefit. It also includes education and expertise from pediatrics chair John VanBrakle, M.D., also the center's medical director. VanBrakle teaches CAC team members about topics such as identifying shaken-baby syndrome. Emergency department (ED) caregivers also are trained to identify signs of physical and sexual abuse and report them.

Goddard's involvement with the CAC is part of her "dream job," which also includes working two days each week in the pediatrics clinic. "The people I work with care for children so deeply, it's inspirational," she says. "When you help a child, you help the world."

Kyle Hardner

Enriching Our Care for Children

A hospital's community involvement is a key qualification for entry into the National Association of Children's Hospitals and Related Institutions (NACHRI). Because of our high quality of children's care and community outreach, LVHHN is the only hospital in the region accepted for NACHRI associate membership. As part of 204 NACHRI member hospitals, we learn from other hospitals that care for children and bring the highest level of expertise to our community's children. Learn more at www.lvh.org/checkup.



An Associate of
NACHRI
National Association of
Children's Hospitals
and Related Institutions

At the Allentown Fair,

Barb Davis, R.N., hands out hundreds of cards to teach people what to do if they are sexually assaulted. One woman who received a card came into the emergency department (ED) that very evening after being abused.

Davis, a sexual assault nurse examiner (SAFE) in the LVH-17th and Chew ED, counseled her, offered support, connected her with social service agencies and used her training in forensics to collect evidence. The result: the perpetrator was caught and convicted, and the woman began to heal.

Davis and 17 other SAFE team members (nurses and a physician assistant) provide this care for assault victims regularly. They also work with Child Advocacy Center personnel to gather evidence and provide safety for abused children who come to the ED. Last year, the SAFE team cared for 116 assault victims, including more than 40 children and teens.

If you see or suspect child abuse, call the 24-hour, toll-free ChildLine at **1-800-932-0313**. Children and Youth Services keep all referral sources anonymous.

BIGGEST LOSER

finale



Find out who shed the most pounds!

More than 290 pounds—that's how much weight melted off colleagues who participated in a biggest loser-type competition called the "Trauma Weight Loss Challenge." "It was even more successful than I had imagined," says event organizer Shelly Marks, R.N., transitional trauma unit patient care coordinator.

This friendly competition promoted collegiality and good health among 111 colleagues who care for trauma patients. Colleagues divided into five teams. The team that lost the highest percentage of body weight and the five colleagues who dropped the most weight won healthy prizes.

The winning team is the Burn Center. Colleagues in the red shirts collectively lost 58.3 pounds, or 8.05 percent of their body weight. The "biggest loser" is Luis Puentes, R.N. This LVH-Cedar Crest emergency department colleague shed 48 lbs. Here's how participants did it and why they're glad they did.

Lookin' good—Collectively, they lost 107 pounds in the "Trauma Weight Loss Challenge." Luis Puentes, R.N., (center) was the biggest loser while the red-shirted Burn Center group of (l-r) Cheryl Girou, R.N., Kim Renninger, Suzy Vesely and Connie Best won the team prize.



48 lbs.

Luis Puentes, R.N.

Losing as much weight as a bag of cement lays a good foundation for a healthier life. Initially, Puentes weighed 298 pounds. “I’ve been practicing karate,” he says, “but this motivated me to attend class more often.” He also started biking to work (a three-mile trek), cutting back on “bad” carbohydrates and eating more fruits and vegetables. At the final weigh-in, Puentes weighed 250 pounds. “I feel great and have more energy,” Puentes says. “I wouldn’t have worked as hard if it wasn’t for this competition.”



26 lbs.

Cheryl Girou, R.N.

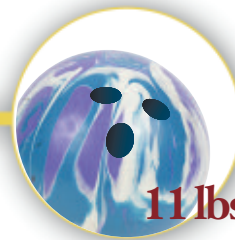
When you’re talking about weight loss, dropping a cinder block is a good thing. For Girou, counting calories wasn’t enough. “I lost 10 pounds and hit a wall,” she says. Frustrated, she asked her unit’s dietitian, Michelle Zielinski, for advice. Zielinski responded with her own question—“What aren’t you doing?” “I knew I had to exercise but needed someone to make me say it,” Girou says. By walking her dog every day, the numbers on her scale started falling again. “I’ve struggled with weight my entire life,” she says. “My colleagues’ support made the difference.”



20 lbs.

Suzy Vesely

She’d rather swim in water than carry three gallons of it. “My goal is to look good in a bathing suit and enjoy my new pool this summer,” says the burn recovery office coordinator. She’s achieving her goal by following some rules. Her before-work rule—eat oatmeal for breakfast every morning. “It gets your metabolism going,” she says. Her after-work rule—no eating after 7 p.m. Vesely lost weight without exercising, but that’s about to change. “I want to tone up,” she says. “I’m single, feeling well and looking good!”



11 lbs.

Connie Best

This technical partner rolled a strike when she decided to make healthier food choices. “I started eating four small meals a day, instead of two larger ones,” Best says. “I gave up junk food, soda and iced tea. Now I only drink water.” A nightly 20-minute elliptical machine workout helps, too. “I fall asleep faster and sleep soundly all night,” she says. “I can walk a flight of stairs without getting winded.”



Kim Renninger

It wasn’t her weight but her cholesterol that Renninger wanted to lower. “I’ve been taking cholesterol medication for eight years,” says the burn unit technical partner. “The competition inspired me to eat healthier.” She had salads for lunch, substituted whole-grain for white bread, and switched to diet soda. Renninger lost 2 pounds, but she’s not done yet. She knows her healthier diet will lead to lower cholesterol levels and more weight loss. “Now that we’ve won, I’m motivated to do more,” she says.

Rick Martuscelli

Measure Your Metabolism and Get Moving

It’s covered by Culture of Wellness!

How many calories do you need a day? Find out through a simple breath test that measures your metabolism. “It determines the number of calories you need to maintain your weight,” says registered dietitian Beth Stark. “I use the results to help you develop a nutrition plan so you can safely cut back on calories to lose weight.” The test and coaching cost (\$85) is reimbursable through Culture of Wellness.

To shed extra pounds, it’s also important to burn more calories by increasing your lean muscle through exercise, Stark says. Get moving by using your Culture of Wellness dollars. Employees and eligible dependents enrolled in Choice Plus get \$500 per family to:

- Sign up for an exercise class. (Some are listed on pages 12–13.)
- Join a health club affiliated with Lehigh Valley Hospital and Health Network.
- Develop an exercise program just for you with an exercise physiologist.

Culture of Wellness also offers nutrition assessments, recipe makeovers, health risk assessments and more. For a complete list of Culture of Wellness classes, **call 610-402-CARE.**



Want to sign up for a metabolism measurement or the exercise programs mentioned above? Call 610-402-CARE.

How Computers Help Care

Patient *John's story illustrates how a \$150,000 technology grant will make a difference

As hospital colleagues, we spend our days gathering and sharing medical information. Reviewing charts, searching medical journals and discussing what we've learned with colleagues, patients and family members is time consuming. But we can do it more efficiently—and provide even better care. How? With computer technology.

If you think technology distances patients and caregivers, you'll be surprised to learn it's just the opposite. "Technology builds bridges between patients and caregivers," says Donald Levick, M.D., information services physician liaison.

Building bridges is what we're doing with a \$150,000 Integrated Advanced Information Management Systems (IAIMS) planning grant from the National Library of Medicine.

Our IAIMS team consists of five groups dedicated to a digital library, clinical decision support, telehealth services, the patient portal and evidence at the point of care. The goal: develop a plan that enhances how we use our computers in these areas to better access and communicate information.

Rick Martuscelli



Bridging gaps—When caregivers like Catherine Glew, M.D., use computers to access and communicate information, patients like Chester Rohrbach of Bechtelsville are kept informed and have peace of mind knowing they are receiving the best care possible.

Here's an example of how we can provide better, safer care to one patient with the help of computers.

John* has stomach pain. His doctor orders an ultrasound and gives him an address for a password-protected Web site (patient portal) where John and his doctor can communicate.

After his ultrasound, John goes home to find an e-mail from his doctor asking how he's feeling. John says he's feverish and tired. John's doctor looks at a digital image of his ultrasound on our picture archive communication system (PACS). Suspecting a gall bladder infection, John's doctor admits him to the hospital.

After reviewing John's records online, a surgeon decides to remove the gall bladder. During surgery he determines John's infection is widespread and consults with infectious disease specialists.

After reviewing John's information from their offices, specialists, residents and medical students meet at John's bedside in the intensive care unit. There, they access online medical journals (digital library) to find the latest evidence-based treatment for John's infection (evidence at the point of care).

Overnight, John is monitored from a remote location by a teleintensivist from our advanced intensive care unit (telehealth services). He constantly reviews John's real-time clinical data. At midnight, John's children arrive from out of state. Using audio-visual conferencing equipment, the teleintensivist assures them he will monitor John all night.

The next morning, when the attending physician orders a medication using computer-assisted physician order entry (CAPOE), a drug allergy alert appears on the screen (clinical decision support). The physician uses the digital library to find the best substitute (evidence at the point of care).

Three days later, caregivers discharge John using automated discharge instructions (ADI). John receives a printout containing a medication list and instructions on what he should do to ensure a smooth transition from hospital to home.

**John is a fictitious patient, but his story is based on real care situations.*

To learn more about our program, "Knowledge Integration: The IAIMS Experience at LVH/HN," visit www.iaims.lvh.org.

SERVICE STAR of the MONTH

When a 14-year-old boy arrived on the open-heart unit, Christina Kerchner, R.N., kept him and his family comfortable, even as the boy's condition deteriorated.

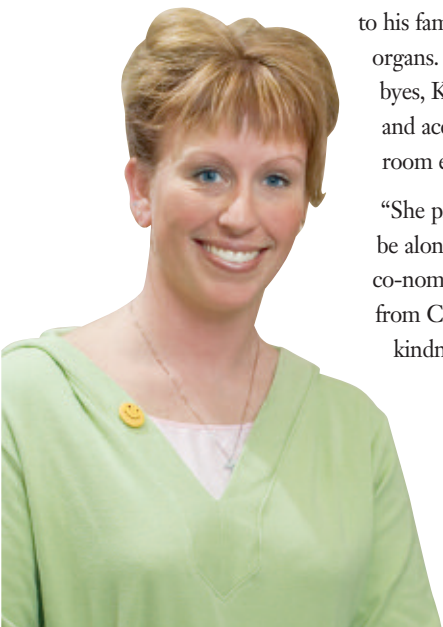
"She treated the family as she would have treated her own," says Cindy Meeker, R.N., who co-nominated Kerchner. "Christina moved the boy to a more accessible room and let the family see him at any time."

Kerchner even came in on her day off to make sure the boy received care from someone familiar. But as the care team members realized the boy wouldn't recover, they explained the situation

to his family, who chose to donate his organs. After the family said their good-byes, Kerchner stayed by the boy's side and accompanied him to the operating room early the next morning.

"She promised his mother he would not be alone," says Carolyn Davidson, R.N., co-nominator. "We all learned a lesson from Christina's unselfish display of kindness, love and compassion."

Matthew Burns



SERVICE STAR

Christina Kerchner, R.N., open-heart unit

Congratulations to Award Nominees

Marisa Ervin, case manager, Lehigh Neurology

Nominated by Janet McKinnon, Lehigh Neurology

Chuck Eggen, consultant, human resources

Nominated anonymously

Heather Peterson, home health aide, Lehigh Valley Hospice

Nominated by Deborah Moyer, R.N., Lehigh Valley Hospice

Jon Brndjar, D.O., LVPG

Nominated by Suzanne Peacock, patient logistics

Shauna Fitzsimmons, coordinator, headache center

Nominated by Nicole Hartman, R.N., headache center

Thomas DiBenedetto, M.D., Valley Sports and Arthritis Surgeons

Nominated by Susan Zorn, G.N., trauma, LVH-Cedar Crest

Renee Grow, R.N., trauma-neuro intensive care unit, LVH-Cedar Crest

Nominated by Matthew Karpowicz, R.N., advanced intensive care unit

Cheryl Christine, case manager, LVH-Muhlenberg

Nominated by Michelle Motsko, case management, LVH-Muhlenberg

Sharon Company, admissions/registration, LVH-Muhlenberg

Nominated by Elizabeth Holland, volunteer office

To nominate a star, go to e-mail's bulletin board at **Forms_rewards** and right click to "use form." Or on the intranet at **www.lvh.com**, go to the "What's New" box and click on **Nominate a Service Star**.



WORKING WONDERS

Here's their "deal": Amy Grab, Ray Weller and Dianna Mulhern submitted approved ideas and earned prizes.

If someone gave you a "deal" worth \$100,000, would you take it? LVHVN did when colleagues' approved Working Wonders ideas from October through December saved that amount during the "Deal or No Deal" contest.

Colleagues who submitted ideas won cool prizes. Those with approved ideas entered to win 14 special prizes and as always, were rewarded with cash prizes—up to 10 percent of their savings for individuals and 15 percent for teams.

Colleague	Idea	Prize
Ray Weller, engineering	Move an unused water softener into one of our new medical office buildings	Desktop computer/printer
Dianna Mulhern, community health	Print stickers with new phone number instead of reprinting brochures	LCD computer monitor
Amy Grab, nuclear medicine	Two ideas: 1) Switch to single-dose units (instead of multidose) for kidney imaging 2) Use a new vendor for radioactive imaging material	Two prizes: 1) Desktop computer/printer 2) Photo printer

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.

What's Happening



Belly Dancing for Fun and *Fitness*

Join class instructor Trish MacCubbin (known to her students as "Tahya") and learn how you'll tone your muscles and stimulate your senses in this exercise class, now covered by Culture of Wellness. Check out these and other Culture of Wellness classes to get you moving and keep you healthy.

Wed., April 11; 6:15 – 7:15 p.m.

8 classes/\$56 reimbursable through

Culture of Wellness

Banko Family Center

FitRhythms™

Wed., April 11 and Sat., April 14

Wed., April 11; 7:30–8:15 p.m.,

8 classes/\$56 reimbursable through

Culture of Wellness

Banko Family Center

Sat., April 14; 2–3 p.m., Healthy

You Center (\$10 preview session)

Combines live drumming and dance

for an uplifting workout.

Intro to Rhythms—Frame Drum Class Workshop

Sat., April 14; 11:30 a.m.–1:30 p.m.

\$30 reimbursable through Culture

of Wellness

Healthy You Center

Discover the joyous, healing and mystical

aspects of the ancient frame drum.

As an LVHHN colleague, you're entitled to nearly 70 discounts from businesses in the Lehigh Valley, including:

- 20% off annual membership at Bethlehem Township Community Center
- Free RE/MAX one-year home warranty at home-purchase settlement

Learn more about other discounts available to you:

- Go to TAO e-mail
- Click on Bulletin Boards
- Click on Employee_Discounts



Count on Culture of Wellness Did you know each year you can use your \$500 from Culture of Wellness for various programs and classes? Not only do your dollars cover classes like Cardio Kickboxing and Belly Dancing, but you also can use your dollars toward other programs listed below:

- LVH Fitness Membership—Human Performance Center, LVH–Muhlenberg Fitness Center
- Spring and Fall Walking Program
- Mindfulness-Based Stress Reduction
- Discover Relaxation Within I and II
- HealthSpring Massage and Therapeutic Treatments
- Partner Massage
- Meditation Workshop
- Prepared Childbirth
- CPR for Family and Friends
- Safe Sitter
- Weight Watchers at Work
- Ornish Advantage
- FitKidz

For a complete listing of all programs and classes covered by your Culture of Wellness dollars, call 610-402-CARE.

at LVH HN

Alternative Treatment for Headache

Mon., April 30; 6 p.m.

FREE

LVH—Cedar Crest, classroom 1

Learn how physical therapy can be used in headache treatment.

Body Wedge 21™

Thu., April 19; 6–6:45 p.m.

8 classes/\$56 reimbursable through Culture of Wellness Healthy You Center

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

CPR Recertification

Wed., April 18 and Thu., April 19

Wed., April 18; 10 a.m.–10 p.m.

Thu., April 19; 8–11 a.m.

FREE

LVH—Cedar Crest, classrooms 1, 2 and 3

Class is free only for employees whose job requires it.

Countdown to Cervical Cancer Prevention

Mon, April 16; 6–8 p.m.

FREE

Kutztown University, Boehm Auditorium

Learn about HPV (the virus that causes most cervical cancers) and the new vaccine to prevent it.

Creating a Culture of Respect

Wed., April 18; 9–11 a.m.

FREE

2166 S. 12th St.

Learn to value the unique contributions each employee brings into the workplace in this Preferred EAP course.

Family Caregiver Training

Sat., April 28; 9 a.m.–4 p.m.

FREE

LVH—17th and Chew, Center for Healthy Aging

Learn hands-on training for family members of Alzheimer's patients.

Get on the Ball

Sat., April 21; 10:15–11 a.m.

8 weeks/\$56 reimbursable through Culture of Wellness Healthy You Center

Use an inflated exercise ball to enhance your balance, stability and core strength.

How to Develop a “Difficult People” Immunity

Tue., April 10; 9–11 a.m.

FREE

2166 S. 12th St.

Learn how to develop immunity from the effects of difficult behavior in this Preferred EAP course.

Joint Replacement Program

Tue., April 3, and Thu., April 12

Tue., April 3; 9:30–11 a.m., LVH—Cedar Crest

Thu., April 12; 1:30 p.m., LVH—Muhlenberg

FREE

If you're scheduled for total knee or hip replacement surgery, this class will help you prepare.

Memory and Aging

Wed., April 4; 10–11 a.m.

FREE

LVH—Muhlenberg, conference room C

Learn what level of memory loss is normal and how to compensate.

Mini Medical School: Follow Your Gut

Thu., April 12, 19, 26 and May 3

Thu., April 12, 19 and May 3; 6:30–9 p.m.

Thu. April 26; 6–9 p.m.

FREE

LVH—Muhlenberg

Learn today's diagnoses, treatments and prevention of diseases of the gastrointestinal tract. Registration is required.

Pilates Express

Wed., April 11 and Tue., April 17

Wed., April 11; 5:15–6 p.m.

Tue., April 17; 11–11:45 a.m. or 5–5:45 p.m.

8 classes/\$48 reimbursable through Culture of Wellness Healthy You Center

Build core strength with this deep muscle conditioning.

PUMP

Wed., April 4 and Sat., April 21

Wed., April 4; 6:30–7:30 p.m.

Sat., April 21; 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 produces visible results with light weights.

Scrapbooking Basics and More

Mon., April 2; 2–4 p.m.

FREE

LVH—17th and Chew, Center for Healthy Aging

Learn the art of creating lasting memories from photos and memorabilia.

500 Reasons to Refer a Physician

Refer a physician to fill one of the following positions and if the physician is hired, you'll receive \$500...it's that simple! Recruiting the best physicians allows us to continue providing the highest quality care.

- Orthopedic subspecialists (trauma, foot and ankle, total joint)
- Pediatric subspecialists (pulmonary, neurology)
- Pediatric surgeons
- Cardiologists
- Gastroenterologists
- Maternal-fetal medicine subspecialists
- Medical oncologist/hematologist
- Hospitalists
- Mammographer
- Dermatologist

To refer a physician candidate to the Physician and Executive Recruiting Department:

- Go to TAO E-mail
- Click on Bulletin Boards
- Click on Forms_/LVH
- Right click on Physician Referral Form
- Select “Use” form

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

1 Money Well Spent

Preferred Employee Assistance Program (EAP) director Oliver Neith explains the importance of the program at the recent Culture of Wellness fair. Along with learning about Preferred EAP, which provides confidential counseling to colleagues with personal problems, colleagues who attended the fairs could take part in healthy cooking demonstrations, receive a massage or get a bone density screening.



2 Unique Cancer Treatment Gives Her Hope

Sue McElrea, 50, of Mertztown, fought skin cancer on her leg for five years and thought she was out of options. Then she met surgical oncologist Paul Mosca, M.D., who offered a new minimally invasive treatment. Called isolated limb infusion, the treatment has few side effects. "We isolate the limb with a tourniquet so we can deliver high doses of chemotherapy only to where it's needed," says Mosca, one of few surgeons nationwide performing this procedure. Today, McElrea can walk her dog, Brittany, without pain.



3 More Room, Technology in Our ORs

When they entered two new operating rooms in LVH—17th and Chew's ambulatory surgical unit, Jennifer Arnold, R.N. (front, right) and Carol Kovalchik, R.N., marveled. "Because much of the equipment is stored on overhead booms, everything is more organized," says Arnold, shown with Matt LeClair (front, left), Vanessa Taggart and Alexander Lemheney, who helped make the new ORs happen. The rooms incorporate video that gives the surgical team multiple viewing angles during procedures. In the future, live surgeries will be broadcast to conference rooms to educate residents, and medical and nursing students.



4 Grand Opening

When patients need testing or care for less than 24 hours, our new observation unit is where they'll go. On Valentine's Day, (l-r front) case management administrator Sue Lawrence, patient care coordinator Carol Cyriax, R.N., medical director Tony Werhun, M.D., I/S senior analyst Andrea Miller and other colleagues celebrated the opening of the 16-bed unit on LVH—Cedar Crest's 4A. The unit provides a friendly atmosphere for patients who need outpatient care, freeing space in other units.

5 Move Over, Dr. Derek Shepherd

Who needs Hollywood's fictitious doctor when the Lehigh Valley has its own Dr. McDreamy? Emergency medicine physician Andrew Miller, D.O. (center), won a recent B104 radio contest for being the area's "McDreamiest" doctor, and Krista Lichtenberger, R.N. (back row, second from right), who nominated him, won a \$1,000 jewelry store gift certificate. "I'm a huge fan of 'Grey's Anatomy,'" Miller says. His win earned the happily married Miller some celebrity status, too. "One of our patients, who is 101 years old, invited me to her next birthday party," he says. Every Friday morning, Miller is a special guest on B104, providing insight into the medical cases on "Grey's Anatomy." His listeners include colleagues (back row, l to r) Linda Fenstermaker, R.N., Deb Schaedel, R.N., Carol Tomko, R.N., and Carol Jeffries, R.N., and (front row, l to r) Robyn Young and Mrs. McDreamy, Kerry Miller, R.N.

6 Touchdown for Charity

Hut—272 food items. Hut—\$158 donated. Hike—more than 100 LVPG administration and finance colleagues participated in "Souper Bowl" Jeans and Sneakers Day to benefit the Second Harvest Food Bank. For just \$2 (or five cans of food), colleagues dressed down to celebrate the big game. Charity committee members (back row, l-r) Joan Donatelli, Ginny Heimer, Irene Rock, Rosemary Santayana, Jamie Keim, Dawne Zaengle and Robin Miller, (seated, l-r) Mary Beth Shorkey, Donna Schulze and Matt Mihoerck organized the event, one of many ways they give back to the community.



Our colleagues also are helping people overseas, brushing up on their driving skills and more. Read their stories at www.lvh.org/checkup.



4



5



6

Be an LVHHN Advocate

Administrative secretary Amy Dixon (right) tells everyone that LVHHN is the place to be for medical care. So when Dixon's mother, Alice Miltenberger, experienced chest pain, it was only natural that she seek care at LVH—Cedar Crest. There, caregivers worked together and determined that a heart catheterization would be too dangerous due to abnormal lab levels. A few days later, with levels under control, the catheterization found no blockages. "I felt like I wasn't just a number," Miltenberger says. "I appreciated the kindness of the physicians, nurses and support staff."

Are you spreading the word about LVHHN's quality care? If so, call 610-402-3175 or e-mail Richard.Martuscelli@lvh.com and share your story in *CheckUp*.

More Emergency Department Space

Seven more examination bays, three new triage rooms, a new waiting room and more parking—that's what is planned for our emergency department (ED). "We started the first phase in February and plan to complete it by December," says facilities project manager Tim Brader.

Here are some changes you should know about:

- Security colleagues will direct motorists to the patient drop-off area and to available parking spaces if the ED lot is full.
- The ED's exterior entrance will temporarily be located to the left of the current entrance while a large canopy is built over the entranceway.
- The nearby sidewalk is fenced off while crews prepare to build an addition.

Here are other construction changes of note:

- **Ring road**—While crews create a smoother turn in front of the seven-story tower, the road will be closed for a three-week period. Check weekly construction update e-mails for dates.
- **Parking deck**—The asphalt is being milled and the foundation built for our third patient/visitor parking deck.
- **Fish Hatchery Road entrance**—Trees are being cleared as construction begins on this access road being built especially for colleagues.



What you'll see—We're adding 5,000 square feet to our emergency department. The addition will be located to the left of the entrance and extend into the current parking lot.



Celebrating 35 years!

Kristine Kade, R.N.

Neurosciences unit

Most Memorable Moment Here

When LVH-Cedar Crest opened in 1974, I left LVH-17th and Chew to come here.

My Inspiration at LVHNN

Maggie Kernan, R.N. (now retired). I learned from her and was proud to work with her. She was a nurse's nurse.

Best Virtues

Stability and dependability

Other Areas Where I Worked

Float pool, Center for Critical Care, open ward unit at LVH-17th and Chew

Favorite Pastimes

Outdoor activities, especially going to the beach and pool

Favorite Cafeteria Food

Salad bar



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

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INTERNAL COMMUNICATIONS
Susan Hoffman

EDITOR-IN-CHIEF Pamela Maurer

SENIOR EDITOR Kyle Hardner

DESIGN

Nathan Billman, Stephanie Meraklis

PHOTOGRAPHY

Scott Dornblaser, Amico Studios

PRODUCTION ASSISTANTS

Joe Candio Jr., Kimberly Hassler

Happy Anniversary! APRIL 2007

35 YEARS

Kristine Kade
7A-Neurosciences Unit

30 YEARS

Sandra Colon
Patient Accounting
Keturah Fritz
Respiratory Therapy
Susan Jones
Outpatient Pediatrics

25 YEARS

Diana Haines
Emergency Department
Carolyn Kyra
Sterile Processing
Donna Nonnemacher
Transitional Skilled Unit
Linda Permar
Obstetrics

20 YEARS

Jeanette Berta
Medical Management
Cheryl Brunovsky
Employee Health
Laura Carr
CT Scan
Melanie Dronick
Operating Room
Susan Galey
HC I/S & Medical Records
Paulette Kennedy
4A Medical Surgical Unit
Lee Morgan
ICU
Rosa Pastor
HC Central Business Office
Anne Stahley
ICU
Susan Wenner
Breast Health Svcs Cedar Crest

15 YEARS

Gilbert Anthony
3A IPCU
Bryon Brinker
Info Svcs Customer Service
Roxane Gross
Hospice Home Health Aides

James Kober
Supplier Services
Cynthia Schwartz
Materials Management
Debra Smith
Physical Therapy
Orfelio Velasquez
Acute Coronary Care Unit

10 YEARS

Christine Aicher
Operating Room
Stacey Asbell
Spectrum Administrators
Charlene Barletta
LVAS - Fairgrounds
Kathleen Barrett
Progressive Coronary Care Unit
Robert Clausnitzer
Physical Therapy
Barry Daley
Info Svcs Technical Operations
Angela DeJesus
MICU/SICU
Jerome Deutsch
Emergency Room-CC
Rosemarie Eberts
Float Pool
Joseph Fassl
Emergency Room-CC
Perry Fooskas
Emergency Room-CC
Wendi Groller
OR Centralized Scheduling
Diane Hulko
NSICU
Dale Kleinbach
Nurse Staffing Office
Ronald Lutz
Emergency Room-17
Sandra Malone
Patient Accounting
Julie Matejicka
Internal Audit
John McCarthy
Emergency Room-CC
Katherine Mikovich
ABC Family Peds Coopersburg
Karen Miller
Spectrum Administrators
Marianne Mion
LVH-M ICU
David Richardson
Emergency Room-CC

Alex Rosenau
Emergency Room-CC
Diane Saldukas
Emergency Room-17
Agnes Santiago
5C Medical/Surgical Unit
Roxann Stout
Medical Records Transcription
Anthony Werhun
Emergency Room-17
Isabella White
Transitional Open Heart Unit
Charles WorriLOW
Emergency Room-CC
William Zajdel
Emergency Room-CC

5 YEARS

Deborah Ann Aloia
LVPBS-G & A
Giacinta Aspire
LVAS-CC
Laura Bachman
Operating Room
Melissa Bailey
Transitional Skilled Unit
Jeffrey Bartholomew
Materials Management
Patricia Blaukowitz
Medical Records
Melanie Bowman
Transitional Trauma Unit
Sheri Brady
ICU
Dale Cahill
Hamburg Family Practice
Donna Christy
Financial Services
Suzanne Creighton
Ambulatory Surgical Unit
Jean D'Aversa
AIDS Activities Office
Renae DeFreitas
4T Med/Surg
Connie Fehr
Youthful You Institute
Laura Harner
Marketing/Public Affairs
Katherine Harris
LVPBS-Hematology Oncology
Debra Heil
7B Medical/Surgical Unit
Kathleen Heller
Adult Psychiatry Unit
Therese Iacocca
Facilities and Construction
Nancy Kinzli
Occupational Therapy
Sicilia Kleppinger
LVPP PCP
Mary Lane
Emergency Services-CC
Jessica Leh
Perinatal Unit
Lisa LePage
Occupational Therapy
Sherry Marfisi
Mammography
Paula Mihalek
Bethlehem Medical Center
Susan Mills
Case Management
Pamela Mitchell
Compliance Psychiatry
Leslie Montalto
Perinatal Unit
Christopher Morabito
Neonatology
Carol Noecker
5B Medical/Surgical Unit
Catherine Odum
Cardiac Rehab
Debra Owens
TNICU
Christopher Peters
Patient Transport Services
Kathleen Piotrowski
6T Med/Surg
Keith Ponnett
4T Med/Surg
Carmen Quinones
Transitional Trauma Unit
Rebecca Rosario
Progressive Coronary Care Unit
Johanna Sala Ortiz
Medical Records
Joanna Schuler
ABC Family Peds-Pond Rd.
William Schuster
Engineering
Denise Shank
Respiratory Therapy
Matthew Shook
Medical Records
Jennifer Trumbauer
Transitional Trauma Unit
George Weber
Emergency Services-17th
David Wilson
Engineering

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