

CHECK UP

NOVEMBER 2006

A MAGAZINE FOR EMPLOYEES
OF LEHIGH VALLEY HOSPITAL
AND HEALTH NETWORK



Who Is Brett's Champion?

Find out on page 10.



Jog a Mile in Our Patients' Shoes

We already give our patients exceptional care. Now we vow to do even better.

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Empathy

One by one they spoke. Patients and family members who received our care addressed a group of nearly 150 colleagues at Lehigh Carbon Community College last May. They didn't tell us what we wanted to hear. They told us what we *needed* to hear.

The people who spoke at our May retreat, called "A Journey of Growth (JOG)," inspired and moved us. They told us what it's *really* like to be a patient. One person summed it up like this: "The patients' thoughts, desires and needs must stay at the center of everything."

You might be thinking you already do that. And you're right—to a point. For the past decade, we've embraced our own model of patient-centered care. We changed the way we deliver care by giving our caregivers the ability to spend more time at the bedside.

Our patient-centered care model is, by all counts, a success. Our patient satisfaction scores are regularly in the 90s. Our caregivers enjoy the work they do here. Our nurses are among the nation's best, a vital part of our redesignated Magnet hospital. Our support staff works diligently behind the scenes to ensure ideal experiences for patients and families.

Still, we can do better. Not all of the patients who spoke to us last May had a positive experience. As they reminded us, we can always listen more intently, communicate better and do more. So we relied on them to help us. They sat with our colleagues and helped us create the basis for what we're calling the Patient-Centered Experience 2016 (PCE 2016).

Last month, more than 400 department heads and midlevel managers gathered at LVH—Muhlenberg for the second phase

of JOG. They brainstormed more than 2,800 ideas on how to make PCE 2016 come to life. Each attendee signed a scroll with eight dimensions of care that we need to follow to create an ideal patient experience. From those eight dimensions come 39 vision statements that vow to make our care even better. (Read them on the intranet at www.lvh.com under "What's New.")

To make PCE 2016 a reality, all of us need to hold true to the eight dimensions of care. We must improve *access* so we can give care to all who need it in our ever-growing community. We must *communicate* with our patients accurately so they get the most updated information about their conditions. We must ensure *continuity* of care so a patient understands what it means when he's transferred to a different part of the hospital.

We must *respect* the values, preferences and needs of each patient. We must make our care *well coordinated* so patients know whom to turn to for help. We must provide *physical care, comfort* and *emotional support* in all situations. And we must make sure *family members and friends* are involved in each patient's care.

With your expertise, wisdom and guidance, we can meet all of these challenges and raise our level of care. I encourage you to be open to new ideas, join teams that implement ideas and to let your voice be heard. Whether or not you're a bedside caregiver, the work you do plays a vital role in making sure our patients' hospital experiences are ideal. Thank you for helping to shape the future of care.

Lou Liebhaver, Chief Operating Officer

Which Is **least harmful?**



A) Regular cigarettes



B) Light cigarettes



C) Chewing tobacco



D) Cigar/pipe

Answer: None

Have you ever met someone who stopped smoking cigarettes and started chewing tobacco or smoking cigars because he thought it was less harmful? Tobacco treatment counselor Dianna Mulhern says it's a common misconception. "There is no such thing as a safe tobacco product," she says. "All cause very serious, and potentially deadly, risks to your health."

That's why beginning Jan. 1, 2007, the use of all tobacco products will be banned on all LVHHN property. To help you prepare, the Tobacco Treatment Program (covered under Choice Plus) is available to help you throw away your cigarettes, cigars, pipe or chew for good.

Here's a list of the health problems these tobacco products cause and some Tobacco Treatment Program tips to help you quit.

A) Health Risks: Smoking cigarettes significantly increases your risk for cancer, heart and lung disease, and stroke.

Quit Tips: Avoid the things that may trigger a craving. Change your daily routine so you don't light up. Carry a water bottle or cinnamon sticks to keep your hands busy.

B) Health Risks: Smoking light cigarettes is just as dangerous as smoking regular brands. Even though they're labeled "low tar and nicotine," smokers may take more puffs to satisfy their nicotine addiction.

Quit Tips: Switching from regular to light cigarettes will not help you quit. Instead, talk to a tobacco treatment counselor about setting a quit date, and use the time to mentally prepare yourself to stop smoking.

C) Health Risks: Chewing tobacco causes cancer of the mouth, one of the most difficult cancers to treat. It contains more nicotine than cigarettes, making it more addictive and difficult to quit.

Quit Tips: Chew a piece of nicotine gum until it tastes peppery, and place it between your gum and cheek where you would your chewing tobacco. Mint leaf or coconut snuff is a safe alternative and will satisfy the need to have something in your mouth.

D) Health Risks: Even if you don't inhale, pipe and cigar smoke enters the mouth, throat and lungs causing cancer. Because pipes and cigars don't have filters, more toxins enter your body. This can cause blood vessels to constrict and can lead to heart attack or stroke.

Quit Tips: Pretzel rods are a safe and tasty alternative to keep your hands and mouth busy. Get rid of your humidor. Use it to store candy or even jewelry.

Rick Martuscelli

To sign up for our Tobacco Treatment Program, click on the smoke-free icon on the intranet at www.lvh.com or call 610-402-CARE.

Most Likely to Succeed

by **Davina Eck**
Junior, Communities
in Schools

Health Care Career
Exploration Program
Graduate

When I was really young, I wanted to be a teacher. Then, I wanted to be a psychiatrist. Now, I want to be an R.N.

I always hoped to be someone special. But during ninth grade, I lost my focus. My mom was really sick and couldn't work anymore. I bounced around a lot, living with my mom, my dad and my grandmother. (Now I live with my dad.) My personal life definitely affected my school work. I couldn't focus on the future.

But then my guidance counselor recommended I go to Communities in Schools. It's so different from public school. The classes are smaller. The teachers let me talk about stuff going on at home and give me advice. And I got to participate in the Health Care Career Exploration Program and get a job at Lehigh Valley Hospital.

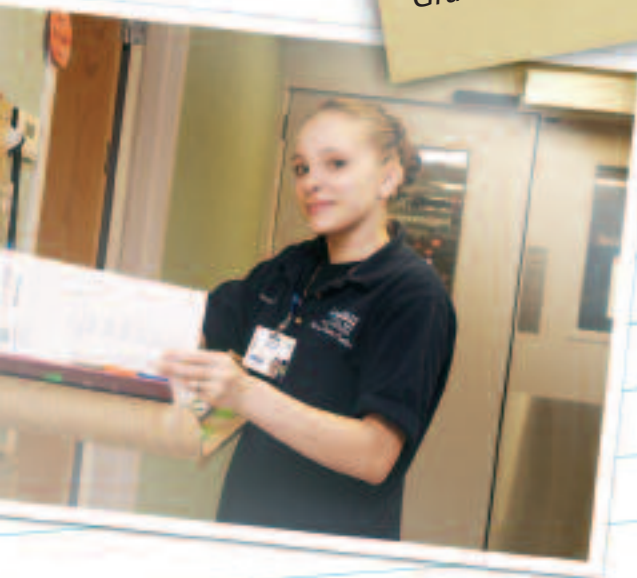
This program has changed everything for me. It's been a stepping stone in my life. I never thought about what I was going to do after high school or how I'd get there. But now I'm growing up, and I know how important it is to have a career I'll enjoy for the rest of my life.

Me. . . in health care?

I never thought so until I got involved with the Health Care Career Exploration Program. During the first semester, I shadowed hospital workers in different areas for two weeks at a time. My favorite was NICU, but it was very emotional. It's hard to see premature babies the size of your hand. One day one of the babies stopped breathing, and I felt this pain inside my heart. I kept thinking, "That's someone's baby."

This is Michael

He was one of the patients on 7A, where I've been doing an internship since last December. I don't provide hands-on patient care, but I can give patients like Michael water or tissues. I also talk with patients if they don't have any family visiting. Mostly, patients like to talk about their lives and their accomplishments.



Future Careers 101

The Health Care Career Exploration Program introduces Communities in Schools students to health care. Career consultant Nereida Villanueva started the program with help from the Carl and Anne Anderson Trust. So far 16 students have participated in the program—all students in the Allentown School District.

Students learn career skills, such as the importance of being punctual, dressing professionally and being accountable for their actions. They also are exposed to career opportunities at LVHNN, including clinical engineering, human resources and caregiver roles.

"These are good kids that get lost in the shuffle," Villanueva says. "They just need someone to care about them. Every student has the possibility of succeeding if he or she feel someone cares."

Want to mentor students in your department? Call 610-402-CARE for more information.



Shadowing Karen

Karen Palladino, R.N., is my mentor on 7A. Here, she shows me how to draw blood on one of our patients, Ray. She explains the steps: putting on gloves, using a tourniquet, cleansing the area, etc., so I understand what's involved.

Karen also shows me how to use medication bar-coding. This technology helps us make sure the right patient is getting the right amount of the right medicine at the right time. She also asks the patient's name and birth date to double check for safety.

She makes this possible

Nereida Villanueva is the main reason I discovered what I want to do. She is a career consultant at the hospital who meets with me every month to explain new opportunities. If it weren't for her, I would never have thought about becoming a nurse.

Get well soon!

Part of my job is writing get-well cards to patients who have been discharged. I like making people happy.

As told to Kimberly Hassler



Why Our Finances Matter

We had another strong year. Our strength creates great care for our patients.

You dreamed of remodeling your kitchen, but it didn't happen until you saved enough money. You probably waited months or years, saving or making smart investments, until everything was in place.

LVHHN isn't much different from your home. Any improvements—new equipment to replace what is worn-out, or new programs and facilities to meet the needs of our patients—must be well planned. The hospital's financial strength allows us to make such improvements and support programs that help our community.

In fiscal year 2006, LVHHN had a strong financial performance. Our patient services net margin (revenue minus expenses) is \$74.6 million. Because we are not-for-profit, we reinvest that entire margin back into our community. Here's how our reinvestment leads to better care:

Care Inside Our Community

Why we're doing it—This year, we invested a record \$101.6 million in community benefit. That includes free care for people who can't afford it. It also includes clinics, partnerships with community groups, wellness programs, free flu vaccines and more.

Technology That Saves Lives

Why we're doing it—Many communities outside the Lehigh Valley don't have access to the kind of specialists we have here. But they still need the best care. We're investing in telemedicine. It's our way of bringing needed health care services to people outside the area who otherwise could not receive the care they need.

State-of-the-Art Patient Beds

Why we're doing it—When you're in the hospital, you need a bed. Some of ours at LVH-Cedar Crest are 20 years old, and technology is changing. To keep us on the leading edge, we purchased new beds for our intensive care units.

The Revitalized LVH-Cedar Crest

Why we're doing it—We cared for 132 more inpatients and 13,725 more outpatients at LVH-Cedar Crest this year than last. To meet the demand, we added \$58.9 million to expand the LVH-Cedar Crest project. We're adding more ICU and Burn Center beds, expanding the emergency, surgery, pharmacy and dietary departments, and adding more parking and "shelled" space for growth. Our financial strength also allows us to pay for unexpected increases in the costs of materials.

How it helps our community—Just weeks shy of his first birthday, Jadyn Farber became congested, and his mom, Michelle Klotz of Allentown, grew concerned. She trusted Anna Keane, D.O., and colleagues at Lehigh Valley Family Health Center, where Klotz, a mother of two, and her family have received care for six years. “It’s close to home—we can walk to our appointments,” Klotz says. “The nurses and doctors are very nice and very good.” The diagnosis: Jadyn just had a cold. Now baby and mom are breathing easier.

Learning and caring—Medical residents like Anna Keane, D.O. (left), receive hands-on experience and deliver quality care to local people like Michelle Klotz (right) and her son, Jadyn, at the Lehigh Valley Family Health Center.



One happy family—

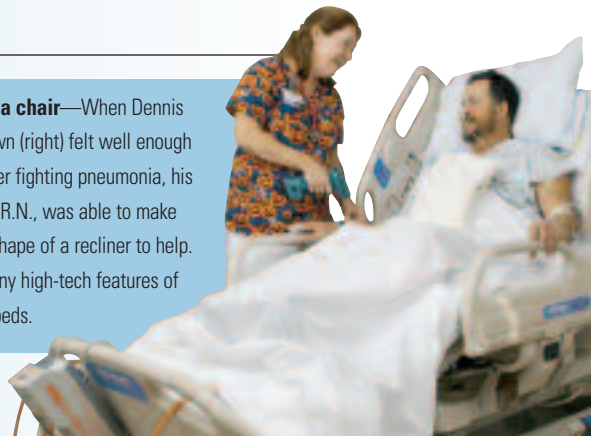
Brandi Wroten and her husband, Jim (with sons Skylar and Nicholas), survived a difficult pregnancy with lots of support and the help of technology.

How it helps our community—For Brandi and Jim Wroten of Mahanoy City, a prenatal visit close to their home became far from routine. Brandi’s local obstetrician saw something unusual on her ultrasound. Using tele-medicine, the obstetrician sent her ultrasound via computer to LVHHN maternal-fetal medicine specialist William Roberts, M.D. He diagnosed it as hydrocephalus, or water on the brain, and was part of a team that ensured the Wroten’s son, Skylar, was born safely and received proper care after birth. “Everyone we trusted was right there for us,” Brandi says.



How it helps our community—When you’re receiving intensive care, you need to be weighed every day. “It helps us know whether you’re retaining fluid,” says Tracy Erie, R.N., of ICU West. Before the new beds, intensive care patients needed to be lifted into a special hammock-type device and weighed on a scale. Now, the new beds have a scale inside. They also accommodate air or foam mattresses that can be made more or less firm depending on a patient’s condition. “These beds make the patient much more comfortable, and protect patients from skin breakdown,” Erie says.

It’s a bed—and a chair—When Dennis Barto of Mertztown (right) felt well enough to walk again after fighting pneumonia, his nurse, Tracy Erie, R.N., was able to make his bed into the shape of a recliner to help. It’s one of the many high-tech features of our new patient beds.



A new home—

That’s what Stuart Fause (right) found in New Tripoli. He, his wife, Susan, and their two dogs (Jake and Dailey) go for a three-mile walk every day.

How it helps our community—When Stuart Fause retired, he and his wife, Susan, looked for a home close to their children. As former executive vice president for New York Methodist Hospital (part of the New York-Presbyterian Healthcare System), Fause also wanted to live near an excellent hospital. He chose the Lehigh Valley, and he’s one of about 30,000 people who have moved here in the last five years.

Today, Fause lives in New Tripoli, and his neighbors—many of whom also are new to the region—ask him for medical advice. “I tell them to go to LVHHN,” Fause says. “It has everything you’d find in the nation’s largest teaching hospitals.”

Kyle Hardner



Want to know more? For a detailed look at our finances, visit the Internet at www.lvh.org/checkup or call 610-402-CARE. You also are invited to attend our Community Meeting on Dec. 6. See page 12 for more information.

Is it C3PO? R2D2?

No. It's our own hospital robots, creating timely and efficient supply delivery

Imagine this: You're a nurse on 7A, caring for a patient, when you hear a charming, soothing voice behind you. "Your delivery has arrived," the voice says. You turn around and are greeted not by a person, but by a 3-foot-tall, 2-foot-wide robot, holding the linens you requested. Smiling, you remove the supplies, then press a green button that tells the robot it's OK to proceed to the next unit.

Sound like a scene from "Star Wars"? It's not. It's actually happening at LVH-Cedar Crest thanks to Chris Holmes and his team at supply distribution services. Two robots are currently in their first month of work, ensuring timely, efficient delivery of supplies to nursing units.

Holmes first saw the robots two years ago and immediately identified a need for them here. "Nearly 70 percent of requested supplies need to be carried onto a unit," he explains. "Our employees used to have to do it. But thanks to the robots, those employees now can concentrate on other needs, like replenishing our warehouse stock and making bulk deliveries." The robots also mean we won't have to hire new people to bring supplies to the new Kasych Family Pavilion when completed.

The robots are working 24/7. While one makes unit deliveries, the other is on SDS getting recharged and stocked with supplies for the next round.

They're smart, sophisticated and sassy. Each robot is programmed to navigate the hospital and steer around people, beds and doors. They send automated signals to elevators letting them know they're approaching, and they're programmed to electronically tell the elevator what floor to access. Their speed is even controlled—faster in the hallways and slower on patient units. And, of course, they talk.

So, when you hear that voice, don't be surprised to see a robot standing beside you. "In the future, the robots might do more, like talk in different languages," Holmes says. "But right now, this amazing technology allows us to take a giant step toward improving efficiency."

Joe Candio Jr.



NAME OUR ROBOTS!

You, too, can name our R2D2s. We're enlisting your help to name our two robots. Visit www.lvh.org/robotscontest to enter your suggestions.

SERVICE STARS of the MONTH

When an elderly gentleman with diabetes passed out in the elevator at 1251 S. Cedar Crest, a secretary from one of the offices knew where to get help: down the hall at Valley Family Medical Center.

Three L.P.N.s sprang into action while the office staff called 9-1-1. Wendy Hessler and Cheryl Blanco rushed to the patient's side and checked his glucose level and blood pressure. When he started to have a seizure, they made sure he didn't injure himself. They also kept an eye on his wife, who suffers from Alzheimer's, and contacted the couple's daughter, who came to care for her mother.

Meanwhile, Jane Krasulak stayed in the bustling office and took care of six patients, including an infant that needed multiple immunizations.

"Our office prides itself on being team-based," says practice manager Donna Weiss-Shara. "These nurses worked together to help a stranger while still caring for their patients."

Kimberly Hassler



SERVICE STARS

Wendy Hessler, L.P.N., Jane Krasulak, L.P.N., and Cheryl Blanco, L.P.N.

Congratulations to Award Nominees

Shannon Muth, technical partner, operating room, LVH-Cedar Crest

Nominated by Nora Lawton, R.N., operating room, LVH-Cedar Crest

Priscilla Albenzi, R.N., interventional radiology, LVH-Muhlenberg

Nominated by Michele Landis, nursing float pool

Barbara Sutliff, R.N., neuroscience intensive care unit, LVH-Cedar Crest

Nominated by Tim Kelly, R.N., nursing float pool

Amy Koons, R.N., transitional open heart unit (TOHU), LVH-Cedar Crest

Nominated by Mary Sue Rother, R.N., TOHU, LVH-Cedar Crest

Debbie Keller, registrar, emergency department (ED), LVH-Muhlenberg

Nominated by ED registration staff, LVH-Muhlenberg

Diane Chapin, R.N., transitional open-heart unit/open-heart unit (TOHU/OHU), LVH-Cedar Crest

Nominated by Erika Mamoon, TOHU LVH-Cedar Crest

Sandra Byers, technical partner, 6C, LVH-Cedar Crest

Nominated by Bree Edris and Heather Fenstermaker, 6C, LVH-Cedar Crest

Thya Riley, file clerk, OB/GYN Associates of the Lehigh Valley, Pond Road

Nominated by Mary Pickering, OB/GYN Associates of the Lehigh Valley, Pond Road

Beverly Baker, medical assistant, LV Surgical Oncology

Nominated by Paul Mosca, M.D., LV Surgical Oncology

Kathie Galicki, technical partner, Kathy Dunton, technical partner, June Kelly, R.N., 3A interventional progressive coronary unit (IPCU), LVH-Cedar Crest

Nominated by Amanda Stevenson, IPCU

Geraldine Jones, L.P.N., Hamburg Family Practice

Nominated by Wendy DeGroot, Hamburg Family Center

Bonnie Williams and Richard Strauss, technical partners, neuroscience intensive care unit (NSICU), LVH-Cedar Crest

Nominated by Barbara Sutliff, NSICU

Joseph Shambo, imaging specialist, clinical engineering

Nominated by Denise Kuntz, cardiac cath lab

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

Right click to "use form."



WORKING WONDERS

Working Wonders coordinator Jacqueline Straley shows off a laptop computer, one of the prizes you can win as part of the "LVHNN Deal or No Deal" contest.

What would you do with an extra \$500? How about \$10,000? Now that your wheels are spinning, start thinking about Working Wonders ideas you could submit to earn that money. Any cost-saving, revenue-generating or quality-improvement idea is welcome.

Get started by brainstorming with your colleagues at lunch or scheduling a Working Wonders presentation with management engineering coordinator Jacqueline Straley (Jacqueline.Straley@lvh.com) to motivate your department

Everyone who submits an idea will receive a scratch-off game card revealing an instant prize, such as a T-shirt or blanket. You have two choices. You can keep your prize or give it up to be entered in a random drawing for bigger prizes, including gift cards to an electronics store.

Additionally, if your idea is approved, you'll be entered in another drawing for prizes like the laptop computer shown above, a digital camera or desktop printers. All of this is in addition to your cash reward, up to 10 percent for individuals and 15 percent for teams.

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](mailto:W-W_Submissions@lvh.org) bulletin board, or via interoffice mail to Jacqueline Straley, management engineering.

What Makes a Magnet Nurse?

A Magnet Nurse is a champion for patients—and the reason we've been redesignated as the region's only Magnet Hospital.

Magnet Nurses are...



Patient Advocates

When LVH—Cedar Crest emergency department nurse Mary Jo Moerkirk, R.N. (above), learned her patient had to cancel his trip to see his son, she wanted to help. Marty Coyne (left) of Bloomsburg and his wife, Lisa, planned to visit Erik (right) in Colorado before he was deployed to Iraq. But, Marty's severe throat infection meant they'd have to delay their trip and pay airline fees a second time. Moerkirk called the airline without luck. So, she contacted U.S. Sen. Rick Santorum's office. His staff got the Coynes on a later flight and into first class. "Mary Jo went above and beyond," Marty says.



Researchers

As a mother, Julie Fulcher, R.N., wondered why they didn't give Pedialyte to emergency pediatric patients with diarrhea, as she does with her own daughter, Carlie (center). The protocol for nurses was to rehydrate children through an IV, resulting in crying children and frustrated parents. So, Fulcher took action. She researched evidence-based literature and discovered oral hydration is just as effective. She presented her findings to an interdisciplinary team, and together, they developed a new protocol. Now she and emergency department nurses are educating parents like those of our daycare students (pictured).

For four years, you've heard "We are Magnet!"

And, you'll continue to hear it for another four years. We recently received the highest honor for nursing care—again—from the American Nurses Credentialing Center.

Magnet designation means we provide a professional environment that "attracts" the nation's best nurses to care for patients, giving them the ultimate benchmark to measure care. Now, through a 5,000-page application and rigorous site inspection, we proved that we take nursing care to even higher levels as champions for our patients.

We are among less than 4 percent of hospitals nationwide to achieve Magnet, and the only in the Lehigh Valley. What makes us stand out? "Nurses have the resources and support they need to put patients first," says Terry Capuano, R.N., senior vice president of clinical services. "They have opportunities for professional development, research and a voice in decisions." Learn why we say: A Magnet for great nurses is a Magnet for patients.



Want to see a photo journal of our team celebrating Magnet or learn more about the designation? Visit the Internet at www.lvh.org/checkup or call 610-402-CARE.

Magnet Nurses are...

Experts

James Zimmerman of Topton (left) arrived in the emergency department at LVH-17th and Chew after passing out. When Judy Post, R.N. (right), examined him, she felt a pulsating mass in his abdomen. It wasn't like anything she had ever felt, but she knew it was a life-threatening abdominal aortic aneurysm. She immediately told emergency physician John Wheary, M.D., and within minutes Zimmerman was in surgery. Today, Zimmerman is healthy and enjoying life. And, Wheary credits Post for saving Zimmerman's life.



Savvy With Technology

As the sun goes down, critical care nurse John Collins, R.N., sits in front of computers in the advanced intensive care unit at 2166 S. Lehigh St. He is an extra set of eyes intently watching critical care patients in the hospital. With the help of crisp video and sound equipment and MetaVision, which gives real-time information about patients, he monitors trends in patients' vital signs and anticipates problems. If there is a warning sign, he helps bedside nurses intervene. This technology allows bedside nurses to spend an extra hour (per 12-hour shift) with patients and helps prevent many life-threatening situations.

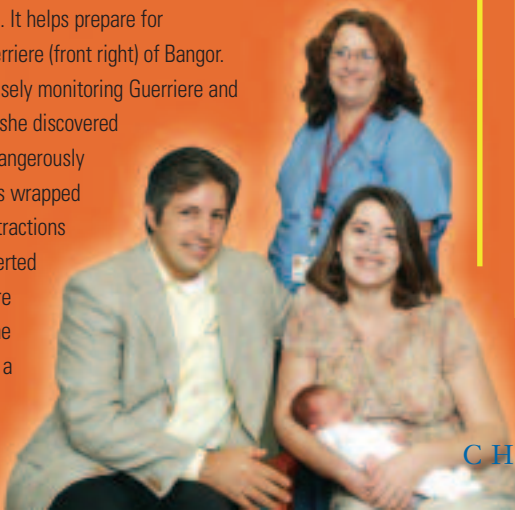
Specialists

Brett Bonney (left) was 6 months old when he was diagnosed with leukemia. For nearly two years, his parents traveled to Philadelphia for Brett's chemotherapy. Then the Bonneys of Easton found the only local nurses who specialize in caring for children with cancer. Nurses like Karen Ritter, R.N., and Annmarie Steber, R.N. (right), gave the Bonneys hope and a shoulder to cry on. Brett, now 6, never needed a bone marrow transplant and has been in remission for four years. He says: "I love my nurses."



Collaborators

As part of a nationally unique initiative, labor and delivery nurses meet with a team of specialists daily to learn about every mom in case they are needed in her care. If nurses believe care can be improved, they consult with a maternal-fetal medicine physician and develop a plan. It helps prepare for emergencies, like that of Kimberly Guerriere (front right) of Bangor. Laurie Griesel, R.N. (standing), was closely monitoring Guerriere and her baby during a long 12 hours when she discovered a problem: the baby's heartbeat was dangerously low. The culprit: the umbilical cord was wrapped around the baby's neck twice, and contractions were causing it to constrict. Griesel alerted the team, and within minutes, Guerriere had an emergency C-section. Today, she and her husband, Rob (front left), have a healthy girl, Julia.



Community Leaders

Inspired by what she saw during mission trips to Liberia, Mable Humphrey, R.N. (bottom row, second from left), led an effort to build a clinic to help hundreds of people in the war-torn African nation. With help from the congregation at Greater Shiloh Church in Easton (some members pictured), this Liberian community now had a clinic with clean sheets, staff who treated patients with dignity and a higher level of care. When bombing from the civil war destroyed the clinic, Humphrey led an effort to build an even bigger and better clinic. Newly elected president of Liberia Ellen Johnson-Sirleaf heard about Humphrey's leadership, and personally invited her and the Shiloh team to her inauguration.

Sally Gilotti

What's Happening at



Learn About Our Pledge to You

It's the focus of our Community Meeting on Dec. 6, and you are invited!

Larry Sherman, 65, of Kempton, underwent successful triple-bypass surgery at LVHHN. Within two weeks, he was walking again with his grandsons, Nathan and Michael. Our pledge to Larry Sherman extends to everyone in our community. We pledge to provide the highest quality care for you, your children and grandchildren for generations to come.

Wed., Dec. 6

Agricultural Hall at the Allentown Fairgrounds

Free admission

5 p.m. – Meeting starts

4:15 p.m. – Doors open

Seating is first-come, first-served;
refreshments afterward.

To register, call 610-402-CARE by Nov. 22.

Learn more about our pledge to you by attending the 2006 Community Meeting.

You'll learn how we:

- provide health care services close to home
- offer quality care whether or not you can pay for it
- help you stay healthy

You'll also hear information about our performance and how it benefits our community.

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

Choose Your Benefits at Work or Home

Dec. 1 – Dec. 17

Open Enrollment—your chance to select or make changes to your benefits package—takes place from Dec. 1-17. You can enroll through PeopleSoft on your work computer or home PC. Look for step-by-step instructions in an open enrollment packet in your home mail. If you have questions, human resources representatives will host help-sessions at each hospital campus.



CPR Recertification

Wed., Nov. 15 and Thu., Nov. 16

Wed., Nov. 15; 10 a.m.–10 p.m.

Thu., Nov. 16; 8–11 a.m.

LVH–17th and Chew, School of Nursing auditorium/parlor A

Class is free only for employees whose jobs require it. Pre-registration is required.

Caring for Our Community: The 2006 Employee Forums

Thu., Nov. 2; 3:30 p.m.

LVH–Cedar Crest, auditorium

Healthy Hands and Nails

Tue., Nov. 21; 6:30–7:30 p.m.

FREE

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

Your hands deserve some TLC! Preview our moisturizing and strengthening education program.

How to Develop a "Difficult People" Immunity

Thu., Nov. 9; 9–11 a.m.

FREE

2166 S. 12th St.

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

Craft Show

Fri., Nov. 10; 7 a.m.–4 p.m.

LVH–Cedar Crest, Anderson Wing, classrooms 1, 2 and 3

Presented by the Recreation Committee

Let's Talk About Anger Management

Thu., Nov. 16; 9–11 a.m.

FREE

2166 S. 12th St.

This Preferred EAP program focuses on developing an understanding of your anger and the four steps to anger management.

St. Lucia in February

Sat., Feb. 10–Sat., Feb. 17

\$1,449 per person double

\$1,759 per person single

\$250 deposit due Sat., Dec. 2

Join the Recreation Committee for this all-inclusive Coconut Bay Resort getaway.

Refer a Physician ...Get a Bonus

Learn more by calling 610-402-CARE or visiting the Internet at www.lvh.org.

Connect With Your Loved One in Iraq

LVHHN is teaming up with the Freedom Calls Foundation to keep local families connected to their loved ones serving overseas. Video conferencing capabilities have been set up between LVH-Cedar Crest and Camps Taji, Fallujah and Al Asad in Iraq. To schedule a video conference with your loved one, call 610-402-CARE.

Get Vaccinated and Get Prizes

Up to 20 percent of the U.S. population gets infected with influenza each year, resulting in 36,000 deaths and 200,000 people hospitalized. As a health care colleague, you play a role in protecting the health of you and our community by getting immunized. This year, children ages 24-59 months and their household contacts need to get routinely vaccinated. Get vaccinated at the employee health office at the times below, or from the "flumobile" outside the cafeterias. Enter in a raffle to win PTO days, Sodexo gift cards, Youthful You skin care products and other prizes.

Employee Health Offices

October – April

LVH-Cedar Crest, Jai Indl Wing, 1st Fl.

Mon., 7 – 8 a.m.; 1:30 – 4 p.m.

Tue., 1 – 3 p.m.

Wed., 7:30 – 8:30 a.m.

Thu., 1:30 – 4 p.m.

Fri., 7 – 8 a.m.

LVH-17th and Chew, LVPP Rm. 18

Tue., 7 – 8:30 a.m.

Thu., 7 – 8:30 a.m.

LVH-Muhlenberg, South Entrance, 1st Fl.

Mon., 1:30 – 4 p.m.

Tue., 7 – 11 a.m.

Wed., 2 – 4 p.m.

Thu., 7 – 11 a.m.

Fri., 8 – 10 a.m.

Flumobile

LVH-Cedar Crest, cafeteria

Wed., Nov. 1; 11:30 a.m. – 1:30 p.m.; 4 – 6 p.m.

LVH-Muhlenberg, cafeteria

Wed., Nov. 1; 11 a.m. – 1 p.m.; 4 – 6 p.m.

Thu., Nov. 2; 11 a.m. – 1 p.m.

Buying a House? Get a Loan From Us!

If you work here and are looking to buy a house in Allentown, LVHHN can help. Through the Employer-Assisted Housing Program, LVHHN will provide 10 \$3,000 forgivable loans for down-payment and closing costs to employees interested in buying a home in the area around LVH-17th and Chew. If you receive a loan, you also will receive a \$4,000 grant for facade improvements.

Here's what you need to be eligible:

- One-year satisfactory employment history
- Commitment to use the home as the primary residence for a three-year period
- Completion of the Home Ownership Counseling Program
- The purchase of a home in the neighborhoods bordered by:
 - 12th to 17th streets and Tilghman to Hamilton streets
 - 17th to 20th streets and Linden to Chew streets

This program is a partnership among LVHHN, the Community Action Committee of the Lehigh Valley, Neighborhood Housing Services of the Lehigh Valley, the City of Allentown and Wachovia Bank.

Nominate Someone for a Spirit of Courage Award

Valley Preferred and the Burn Prevention Foundation and LVHHN need your help in finding nominees for the 2007 Valley Preferred Spirit of Courage awards. The awards recognize individuals or groups who perform a heroic act to save someone from burn death or injury. The awards also honor education efforts to prevent burns. The heroic act or educational effort must have occurred between June 1, 2006, and May 31, 2007. Call 610-402-CARE to get your nomination packet.

Refer and Reap Your Reward

We need your help to find and recruit new colleagues who will be just as great as you. New "hot jobs" have been added to our Employee Referral Program. Depending on the position you help fill, you could earn \$500, \$1,000 or even \$2,000! For available positions for this program and information on how to refer potential employees, visit the human resources site on the intranet at www.lvh.com or call 610-402-LVHR (5847).

We Value Your Feedback

Take the employee survey Oct. 19–Nov. 2!

We're a great place to work because of your input. A great way for you to communicate your thoughts is through our employee survey. "We've had three surveys since 1999," says Mary Kay Grim, senior vice president of human resources. "Every time, we've used colleagues' opinions to make LVHHN an even better place to work." You can take this year's survey, "Celebrating Strengths... Working to Improve!" 24/7 **between Oct. 19 and Nov. 2**. You're encouraged to take it at work. Your responses will remain anonymous, and the results will be tabulated by an outside consulting firm, The Jackson Organization. You can take the survey online or over the phone. Here's what you need to know.

Before You Begin

- Confirm your cost center with your immediate manager

Online

- Visit www.tjosurveys.com or click on the employee satisfaction survey icon on our intranet home page. (It's in the upper right-hand corner.)
- Enter user ID and password (case sensitive): both are LVHHN06.
- Follow the on-screen directions.

Over the Phone

- Review phone section of survey instruction sheet you received in your home mail.
- Call the toll-free survey line at 1-800-456-5802.
- Follow phone directions.

1 It's All About Patients

In September, 352 LVHNN leaders and 16 community members came together with a common goal: to look at care through patients' eyes and develop ideas for improving patients' experiences in the network. The retreat was the second step in our "Journey of Growth," led by senior vice president of clinical services Terry Capuano, R.N. (left), and sponsored by COO Lou Liebhaber and CMO Ron Swinfard, M.D.

Using goals established by staff and community members during a retreat earlier this year as a guideline, participants developed ideas for improving patients' navigation through the hospital and tracking their medical records. A committee will be formed to evaluate all the retreat ideas and develop specific plans. Participants, including community members Guillermo Lopez Jr. (far left) of Allentown and Paul Hertl (far right) of Trexlertown, endorsed our future vision.



2 Saluting a Fallen Hero's Courage

Captain Robert Gallardy of the Altoona Fire Department suffered severe burns while instructing new firefighters. He was rushed to our Regional Burn Center, but two days later, he died. Gallardy's burn nurse, Jennifer Hoff, R.N. (left), was so moved by his extraordinary deeds and commitment to service, she nominated him for a Valley Preferred Spirit of Courage Award. Robert's widow, Vickie Gallardy (right), accepted the Fallen Hero award at the recent Valley Preferred Spirit of Courage Awards dinner. *For more information about Robert Gallardy and other honorees and photos from the dinner, visit www.lvh.org/CheckUp.*



3 It's Official—Health Unit Coordinator Day!

When Ann Zeravsky, nursing education instructor (seated, center), wanted to commend the administrative partners and unit clerks for their work, she wrote to Allentown Mayor Ed Pawlowski. Pawlowski responded and proclaimed Aug. 23 Health Unit Coordinator Day in Allentown. Enjoying the honor are (standing left to right) Anne Stefanik, Stephanie Young, Jacqueline Vollman, Ashley Miller, Lisa Kieseewetter and Cecelia Purner, and (seated left to right) Heather Ehrizt, Zeravsky and Alyshia Thompson.



4 Vaccinating a Generation to Prevent Cancer

Cervical cancer survivor Mary Beth Hanke of Summit Hill urges women at Cedar Crest College to learn about the HPV vaccine that will help prevent cervical cancer. Gynecologic oncologist Richard Boulay, M.D. (pictured), with other LVHNN physicians and college health caregivers, recommended to an audience of 500 that females ages 11-26 get vaccinated. Boulay's 12-year-old daughter has already been vaccinated. *Learn more about the vaccine at www.lvh.org/CheckUp or call 610-402-CARE.*

5 Caring Colleagues

With their wedding day only weeks away, Stephanie Zanders and Scott Zettlemoyer were devastated when June's flooding caused \$15,000 in damage to their Pottsville home. With no insurance coverage, Zanders, a Hamburg Family Practice medical secretary, was ecstatic when her colleagues presented her with \$700 to use toward renovations. Though the group frequently donates to local charities, Zanders says, "This was an amazing act of kindness." Their home has been repaired, and their wedding day was perfect.

6 Walk for a Cure

LVH—Cedar Crest and 17th and Chew emergency department colleagues (l-r) Donna Christman, Fran Albright, R.N., Michele Ortiz, R.N., Ilene Anderson, L.P.N., Liz Williamson and physician assistant Nani Sinclair (far right) joined friends Norma Ganderson and Carol Novak. They walked 60 miles during a three-day event in Philadelphia to help find a cure for breast cancer. With the team named "C Cups for the Cure," the group raised more than \$22,400 for the Susan G. Komen Breast Cancer Foundation. Funds will be used for research and community outreach programs.





Be an LVHHN Advocate

Joe Szabo's wife, Shawna, was six-months pregnant when he started working here as an architectural draftsman. A new job meant new insurance and a new doctor. "We were nervous about changing where we received care so late in the pregnancy," he says. "But the transition was smooth, and our care was phenomenal." Now, the Szabos tell everyone they know about the excellent care they, and their new daughter, Troi, received at LVHHN.

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

Even More Parking

More parking is what we need. More parking is what we'll get. Crews have begun to level ground around the parking deck along Cedar Crest Boulevard for a new parking lot. "It will provide 155 additional spaces when it's complete this winter," says project manager Greg Marushak.

Much of the dirt being used to level this area comes from the south end of the campus. "A detention area is being created between the hospital property and our neighbors to address drainage issues in their neighborhood," Marushak says. Watch for construction vehicles transporting soil between these areas.

Because of this construction, we had to remove many trees in this area. For everyone's protection, fencing has been installed along the property line where the detention basin is being created. To shield neighbors from headlight glare, blue fabric has been added to the fence from the Children's Early Care and Education Center to the physician parking lot entrance.

Here's where else you'll notice construction activity this month:

The Center for Advanced Health Care—

The drywall is being installed and the office space is beginning to take shape.

Front parking deck—The concrete washes, which sculpt the areas where concrete panels meet, are being applied. The ramp walls and top floor lighting fixtures are being installed.

Pedestrian bridge—Inside, the electrical and HVAC system is being installed. Outside, watch for lane closures while the windows and signage are installed.



Do you do windows?—Approximately 400 windows were installed in the new seven-story Kasych Family Pavilion. Inside, crews are installing the plumbing, duct work and wall studs.

Happy Anniversary! NOVEMBER 2006



Celebrating 40 years!

Kathleen Heist, R.N.

Home Care

Most Memorable Moment Here

The first time preparing for a JCAHO review; I was very nervous, but did well.

My Inspiration at LVHHN

All of my colleagues and patients

Best Virtue

Providing the best care to our home care patients

Other Areas Where I Worked

LVH—17th and Chew pediatrics

Favorite Pastimes

Spending time with my husband, children and grandchildren

Favorite Cafeteria Food

Salad bar

40 YEARS

Kathleen Heist
Home Care —
Skilled Nursing

35 YEARS

Eileen Gribben
Vascular Lab
Victoria Laporte
ASU-PACU/OR

30 YEARS

Mary Amole
NICU
Peggy Holt
Emergency Department
Joanne Horwath
Patient Accounting
Claire McGinley-Kish
Emergency Services — CC
Linda Tomaszewski
ASU-PACU/OR
Mary Wirth
Medical Records
Coding Reg

25 YEARS

Christopher Barry
Engineering
Regina Cannady
LVAS LVH — CC
Ruth Chaplis
ASU-PACU/OR
Joanne Fenstermaker
Sterile Processing
Edward Holub
Operating Room
Sheryl Repischak
Nursing Information Svcs
Joann Weber
Nursing Float Pool
Diane Weslosky
ASU-PACU/OR

20 YEARS

Lisa Bickel
5B Medical/Surgical Unit
Margaret Colarusso
Diagnostic Care Center
Melissa Cope
Healthy You Programs
Charlotte Hall
Special Procedure Unit
Christine Hnatow
College Heights OB/GYN
Susan Kemmerer
Admissions
Jennifer King
Center for Women's Medicine
Donna Long
Legal
Carlos Molina
Supply Management
Carol Nagazina
Radiology-Diagnostic — CC
Leilani Souders
Kidney Acquisition
Marilyn Wetmore
Lab — HLA

15 YEARS

Kathryn Cooper
LVAS LVH — CC
Bonnie Dahlgren
Emergency Services — CC
Geraldine Laubach
Sterile Processing
Suzanne Longo
Spec Pharmacy CC Infusion
Damarie Lugo
Center for Women's Medicine
Dhalma Moya
Center for Women's Medicine
Edward O'Dea
Financial Services
Eileen Sullivan
Transitional Skilled Unit
Pamela Wood
Spec Pharm CC Third Party

10 YEARS

Teresa Benner
PGME-Obstetrics/Gynecology
Charles Cerino
Spec Pharmacy CC Infusion
Sarah Crocket-Tone
Case Management
David Diehl
Pharmacy
Bonita Freeby
Supply Distribution Services
Sandra Guers
Physical Therapy
Lisa Knappenberger
LVPG Billing
Darlene Lightcap
Pediatric Unit
Tracy Lisicky
Respiratory Therapy
Anna Litkewycz
Accounts Payable
Eileen Loeffler
Home Care — Physical Therapy
Deborah McCandless
Operating Room
Sheri Melady
Physical Medicine
Yvonne Molloy
Transitional Skilled Unit
Donna Raatz
LVPBS — Hematology Oncology
Roberta Walton
Operating Room

5 YEARS

Janie Barnyak
LVHS — Finance
Brandon Bossard
Express Care
Amber Brenner
Ultrasound
Angela Brigham
Operating Room
Krista Brown
Burn Center
Jennifer Cooper
Float Pool

Linda DeMay
5T LVH—Muhlenberg
Cynthia Dinsmore
Casa Guadalupe
Kathleen Duvall
Security
Samir Henien
Neonatology
Julie Lewis
Nursing Float Pool
Robert Lipnicki
Pharmacy
Beth Maldonado
Supply Management
Laura McHugh-Neary
Central Business Office
Thomas McLoughlin
LVAS
Laura Monroe
Respiratory Therapy
Rose Moyer
Spec Pharm CC Third Party
Vanessa Pummer
Occupational Health
Martha Ramirez
Outpatient Pediatrics
Kristin Rickert
Patient Accounting
Madelyn Rudolph
4T LVH—Muhlenberg
Ruth Safi-Litz
PACU
Laura Slomiak
Express Care
Susan Terplan
I/S & Medical Records
Donna Trujillo
Trexlerstown Medical Center
Jennifer Warg
Social Services
Tracy Wieder
7B Medical/Surgical Unit
Michelle Woodroffe
LVHS — Finance
Beata Zajac
4T LVH—Muhlenberg



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