

# ...eckUp

Vol. 6, No. 1 April 23, 1993

#### It's Time to Bite the Bullet and Go Live

It'll be a somewhat disruptive week, but when it's over, the most sweeping change in hospital information services ever will be completed. It all starts on April 30.

Most noticeable will be that the current H.I.S. system will be on "inquiry only" mode for 8 to 12 hours that day. Old equipment will be moved and installation begins on new terminals. Much of it has already been delivered to various locations, creating a certain amount of crowding.

Beginning at about 10 a.m. on May 8, all ancillary departments and nursing units, by floor, starting at Cedar Crest & I-78 and progressing to 17th & Chew, will be brought back up on line. This time, however, it will be to a much faster and far more comprehensive system of information management that's commonly called "LastWord" or "Phamis."

During the transition period, records of all kinds will be physically transported to the Data Center at 2024 Lehigh Street and to the "Model Hospital" in the Anderson Wing, which will act as the command center. Special shuttles will

operate continuously between the two hospital sites and the Data Center.

Some inconveniences will be unavoidable. Department heads were told last week, for example, that all charges must be up to date by April 30. Virtually no patient billing will be done until May 15 for charges on or after May 1.

"Training pathways" will shut down for a month. On April 23, training will only be available in special rooms. On April 29, training stops until late May. Meanwhile, employee training continues to be at an intensive rate, and those looking for more experience but not formally scheduled should be prepared to work in the evening hours and on weekends.

During the transition, daily meetings, to deal with any problems that arise, are planned for 8 a.m. in the Anderson Wing. The customer services numbers at the Data Center have been revamped to include more lines and specialists to answer questions. A new automatic call distribution feature is being tested and should be activated by then. Normal customer service problems will be managed as usual.

### A Special Invitation

Tuesday, April 27, will mark an important milestone in the construction of the John and Dorothy Morgan Cancer Center at Lehigh Valley Hospital.

That's when the last beam of structural steel for the building will be laid, and all employees are invited to join a "Topping-Off Ceremony" to commemorate the event. The ceremony is traditional in the construction industry, and representatives of Bethlehem Steel, which fabricated the structural steel, have been invited to participate.

On Monday, April 26, the beam will be parked near the cancer center and any employee wishing to be a part of the history of the facility is invited to stop by and sign the beam. It's recommended to bring a broad-tipped felt pen to write on the rough steel.

The Tuesday ceremony, at the east end of the

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#### Ah! It's Just Around the Corner...

With all the activity swirling around new computer systems, the new cancer center and special events connected with Nursing and Hospital weeks, it's easy enough to focus on events of the next week or so. But there's one big annual affair that blooms on May 14.

That's May Daze, *the* major fund-raiser for the Lehigh Valley Hospital Auxiliary, which returns with all its usual flair for two and a half days to herald the arrival of spring. The auxiliary uses receipts from this and other activities to support a broad range of hospital services.

As usual, a wide range of attractions are planned and, as usual, the event will be held on the grounds of Cedar Crest & I-78.

Details about all the weekend's events will appear in the May 14 edition of *CheckUp*.

### Vietnam Vets Donate to Cancer Program

The Vietnam Veterans Association recently donated \$5,000 to Lehigh Valley Hospital to provide health education classes and screenings to veterans and their families. The focus of the program is on lifestyle risks specific to veterans.

Half the gift amount was provided by the Lehigh Valley Chapter 415 of the association

Women's Center Expected To Open on May 10

Invitations to tour the new Center for Women's Medicine, located on the first floor, west wing at 17th & Chew, are expected soon. The facility formally opens on May 10.

The wing will house the resident practice — formerly in the ground floor OB/GYN clinic, the faculty practice, and administrative and faculty offices

Anyone using Conference Room B is asked to enter at the end of the hall where the west wing and Trexler Wing meet by using the blue elevator or steps to get to the first floor.

Patients will be asked to enter the center from the green elevator, which brings them directly into the reception area/waiting room. and matching funds were contributed by the veterans' Pennsylvania State Council.

The Vietnam Veteran Healthy Lifestyle Education Fund will include a disease prevention lecture series, stress reduction sessions, smoking cessation classes, cancer risk assessment programming and other health screenings.

The gift presentation was made by Barry Willever, president, Lehigh Valley Chapter, and Thomas Frame, vice president, Pennsylvania State Council, at a community lecture that was co-sponsored by Lehigh Valley Hospital and Liberty Nursing Home.

#### Heartfelt Thanks

We offer our heartfelt thanks to everyone who expressed their sympathy through flowers, cards, donations and personal services during our bereavement after the unexpected death of our son, Austin James Rex, on March 14, 1993. A special thanks to the doctors and nurses of University MedEvac, the trauma team and emergency room for their kindness. Your consideration was great consolation in our time of sorrow.

Robert B. and Judy Rex

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#### Whew! It's Supermonth in Healthcare

May is a busy month when it comes to recognizing healthcare professionals and issues.

According to the American Hospital Association, it's Better Speech and Hearing Month,

Better Sleep Month, Correct Posture Month,

Huntington's Disease Month, and National

Arthritis Month.

But that's not all. It's also National Digestive Diseases Awareness Month, National High Blood Pressure Month, National Melanoma/ Skin Cancer Detection and Prevention Month, National Mental Health Month, National Physical Fitness and Sports Month, and National Sight-Saving Month.

The popularity of May for such a diversity of activities possibly has a relationship with National Hospital Week (May 9-15).

May 6-12 is also National Nurses Week, and it ends on the anniversary of Florence Nightingale's Birthday. During her lifetime (1820-1910), the British nurse's work significantly contributed to the development of

modern professional nursing, and National Hospital week always includes this day.

This is also the week of substantial activities at Lehigh Valley Hospital recognizing nursing, not the least of which is the Friends of Nursing Awards presentations.

Among the other special weeks and days listed by the American Hospital Association are Medic Alert Week (May 2-8), and, from May 9 to 15, National Alcohol and other Drug-Related Birth Defects Awareness Week, National Nursing Home Week, National Osteoporosis Prevention Week and National Running and Fitness Week.

Later in the month, it's National Medical Transcriptionist Week (May 15-21), National Surgical Technologist Week (May 16-22), National Employee Health and Fitness Day (May 19), National Missing Children's Day (May 25) and World No Tobacco Day (May 31).

With all of that load, it's little wonder that June is National Hernia Month.

### New Service Might Chop Your Phone Bills

A new program to get substantial savings in long-distance telephone calls is expected to benefit employees in several ways.

Called the "Affinity Fund," the program results in savings of 5 to 35 percent over most AT&T, MCI and U.S.Sprint programs for all forms of toll calls.

Much of the savings comes from the plan's system of billing for six-second intervals rather than full minutes.

A second substantial benefit are the resulting donations from Affinity Fund to Lehigh Valley Hospital Trust Fund to establish a fund for continuing professional education available to all employees. Participation in the plan, which is available only to non-profit organizations, can continue even if employees leave the hospital.

Representatives of Affinity Fund will be available to answer questions at the following times and locations:

April 26 to 30 — noon to 2 p.m. and 4 to 6 p.m., both cafeterias.

April 26 — noon to 2 p.m. at 2024 Lehigh Street

April 27 — noon to 2 p.m. at 1243 S. Cedar Crest

April 28 — noon to 2 p.m. at 2166 S. 12th

Additional inquiries about the program can be directed to Development at ext. 3030.

#### Care Center to Sell Flowers

Lehigh Valley Hospital Child Care Center will sell annual flowers and bedding plants for \$10 per flat on May 14 in front of the child care center. Flats are supplied by Hickory Grove Greenhouse.

#### The Calendar

#### HRD Activities

Among the events planned by Human Resource Development in May is the next *employee orientation*, beginning at 8 a.m. on May 3 in the Cedar Crest & I-78 auditorium.

*CPR certification*, for which pre-registration is required, will be held in two parts and attendance is required for both. Part I is on May 6 and Part II on May 13, both from 1 to 4 p.m. in Room 900, School of Nursing.

Meanwhile, *CPR recertification* will be held in the 24-hour period beginning at 10 a.m. April 28 in the Pediatrics Classroom, 5th Floor, 17th & Chew.

Offered in the *Regional Symposium Series*, supported by the Dorothy Rider Pool Health Care Trust, is the *Second Annual Wilderness Medicine Symposium* on May 1, the *13th Annual Update in Cardiology* on May 6, and the *Fourth Annual Pediatric Symposium* on May 20. For details, call ext. 4640.

#### Nursing Education

The *CCRN Review Series* continues in May for registered nurses preparing to take the CCRN examination. Deadlines are near for class registration in *Pulmonary*, *Gastrointestinal* and *Neurological*. *Advanced Pacemaker Offering* is planned for May 24, with a registration deadline of May 11. For details, contact Nursing Education.

#### Safety Training

Fun with the foam returns to Lehigh Valley Hospital on April 28 when fire extinguisher training gets started again at Cedar Crest & I-78.

After a 20-minute video presented by Safety, it's out to the parking lot for hands-on experience offered by the Allentown Fire Department. Just to encourage everyone to participate as they are notified, Safety will offer door prizes to three winners at each session — a fire extinguisher, a smoke detector and an emergency light.

The sessions continue into May and then shift to 17th & Chew in June.

### Pizza Special Stays on Cafeteria Menu

Positive response to a one-day event has led to an expansion of "Dew It with Pete's Pizza" at the Cedar Crest & I-78 cafeteria.

Each Wednesday from April 28 through May 26, personal pan pizzas will be offered along with a 50 percent discount on such Pepsico beverages as Mountain Dew.

Meanwhile, Joyce Decker of Food Service was the winner of a bicycle that was among the premiums on Dannon Day on April 12, at which Dannon Frozen Yogurt samples were distributed free by the vendor to employees.

Among the suggestions patrons have offered to Food Service is the need for a small waste can near the toaster or refrigerator for paper trash. Food Service is researching a can with a lid to be placed in those areas.

And how about more meatball sandwiches, more

Tapioca pudding and more Sloppy Joes? No problem, say the executive chefs, who plan to have meatball sandwiches and Sloppy Joes more often during the menu cycle. Meanwhile, the cold production staff will try to fit in Tapioca more often.

Crowded conditions between 11:30 a.m. and 1 p.m. continue to draw comments and ideas.

Limit visitors, one urged, but Food Service says it's a public dining area and visitors have to eat, too. Then how about another area to use during the rush hour? Food Service says it researched this issue more than once. Other areas near the cafeteria are used for educational purposes, and Human Resource Development coordinates reservations. As it is, there aren't enough of those rooms and hours to use them, either. So the quandary of the most popular lunch spot in town continues.

### Spirit of Women A Big Hit in Lehigh Valley

"For the first time, I felt like I could go on," expressed a recent widow.

"I felt she really touched all of us, no matter what our loss might have been," said another woman.

"Through her, we gained confidence that resulted in incredible sharing of personal experiences which everyone learned from," declared another.

All of these women attended a workshop session given by Rev. Ann Huey, director of support services, Lehigh Valley Hospice. This fully-subscribed, inspirational session titled, *Life Changes: Are you ready for the challenge?* was just one of the many components offered to all who attended Spirit of Women 1993.

After two years of planning, Spirit of Women 1993 became a reality on March 18 and 19 at the Holiday Inn, Bethlehem. The unique conference was an immediate success, selling out before the registration deadline.

Over 500 men and women attended Thursday evening dinner with keynote speaker, Ellen Goodman.

Friday's program, attended by over 380 women, consisted of breakfast with keynote speaker and honorary chairperson, Frances Hesselbein; 15 workshop sessions, and lunch with keynote speaker, Jayne Tear.

"A celebration of women and their accomplishments, Spirit of Women 1993 was a great source of information and an opportunity for renewal and networking," says Marie Shaw, Director, Lehigh Valley Hospital WomanCare. Lehigh Valley Hospital WomanCare was the initiator and a major sponsor of Spirit of Women 1993. Many hospital employees supported the conference by assisting in the planning, lending their talents and expertise as speakers or just attending for a day of education and fun.

David Beckwith, PhD, Clinical Director, Health Network Laboratories, hosted a breakout session titled HIV/AIDS: Women at



Frances Hesselbein, keynote speaker and honorary chair at Spirit of Women, and Marie Shaw, director, WomanCare.

*Risk.* He discussed the impact that AIDS has made in today's society, what preventive measures should be taken to insure safety, and to reduce the rising number of AIDS cases among women.

Lehigh Valley Hospital Obstetrics and Gynecology sponsored a breakout session on *Estrogen Replacement Therapy*, given by Bruce Carr, MD, Professor Obstetrics and Gynecology, UT Southwestern Medical Center at Dallas. Carr also presented a professional program to Obstetrics and Gynecology the same day.

"Covering all aspects of a woman's life, the conference focused on work, family and health issues. In addition to being educational, it was a great day for any woman to take out a little time just for herself," said Shaw.

"It was excellent. I would come every week if I could," exclaimed one women when the conference was coming to a close.

Planning for Spirit of Women 1995 is underway. Scheduled for this fall is a mini-conference recapturing the most popular workshop sessions of Spirit of Women 1993. Details will be announced soon. In the meantime, and continuing on throughout 1994, mini sessions, lectures and other events will take place to keep the Spirit of Women alive.

irit of Women 1993 was a community project of Lehigh Valley Hospital and 34 other area agencies. Major sponsors included WomanCare, the **Dorothy Rider Pool Health Care Trust** and Meridian Bank, The conference was also sponsored by 22 area organizations.

### Helping Out in Haiti: Another Trip Planned

It's hard to understand that just a three-hour flight from some of the most sophisticated medical care in the world, you can find the world's most abject poverty.

Picture a hospital where you pay for services before you are admitted, and where, if friends don't bring your meals, you'll go hungry. If you can't afford to pay — and most people in Haiti cannot — you are left in the hospital courtyard to die.

This is what attracts healthcare professionals like Mark D. Kelley, MD, a general internist in the Department of Medicine. For a decade, Kelley has donated his vacation to the Sisters of Charity, best known for their leader, Mother Teresa.

And despite the current unrest, described by his family as anarchy, Kelley is packing up for another tour of helping the poorest of the world's poor.

In Port au Prince, he works at two institutions: the "Malnutrition Center," where of the hundred or so children more than 20 percent have AIDS, and "The Home for the Dying," where adults rejected by the local hospitals are brought by the Sisters of Charity. In addition to direct patient care, he teaches the sisters basic medical care so they may better serve the people.

Kelley is by no means alone in this service. Healthcare professionals from a number of countries quietly do the same thing, collecting precious medical supplies and paying their own way to serve in a country that is not the safest place to be.

He got involved 10 years ago when in private practice in New Hampshire. A dentist friend inquired about shots that would be needed to travel to Haiti — and Kelley wound up going along. Medical students from Dartmouth College heard about it and joined in. Later, while teaching at the University of Alabama, students continued to join in the rotation. There's even an informal newsletter among volunteers, which includes a variety of health-

care professionals from the Lehigh Valley, to maintain the network.

Even Kelley's family has made the trip. Marilyn Kelley recalls that during one visit, they were caught up in a revolution that included random gunfire on the streets. Still, the work in the hospitals and street clinics went on.

When the country is stable, Kelley encourages others to join him; when civil strife rips the country apart, he generally makes the trip alone. After a decade, Kelley has learned to speak Creole and knows his way around the island nation. The reward for sticking with it for a number of years is seeing slow but steady improvement in the quality of care.

Hospital staff interested in learning more about how they can participate may contact Mark Kelley, MD, through the Department of Medicine.

#### New Family Room Opens at Cancer Center

The diversional program of the Comprehensive Community Cancer Center has a new family room for use by families of cancer patients. It was dedicated in January on 5T in memory of Gavriel Oren, husband of Cancer Support Team member Pat Oren.

She and her family wanted to provide a refuge for family members that would offer quiet and comfort. A telephone line, resource materials and refreshments are available around the clock in the room. Decor was chosen by Oren.

# Topping Off Continued from Page 1

construction site begins at noon with a beamsigning for guests. The steel girder will then be lifted four stories to its final resting place.

Progress on the cancer center continues to be good, and it is expected to be ready for use in fall.

If you can't afford to pay, you are left in the hospital courtyard to die.

During one visit, they were caught up in a revolution that included random gunfire on the streets.

#### Fund Raising Continues for Jenn's House

A Monte Carlo Night with live band music is the next in a series of fund-raising events for a project called "Jenn's House."

Jenn's House, Inc. is a newly-established nonprofit organization that will provide a facility to out-of-town families in need of lodging while a loved one is hospitalized or receiving outpatient medical treatment in the Lehigh Valley.

Patricia and Richard Dillman, parents of Jennifer Joy Dillman, and her brother, Brian, established the project in memory of their 17-year-old daughter and sister. Miss Dillman died on Feb. 11, 1991, in a chartered bus accident nine days earlier while enroute to an indoor baton twirling and color guard competition with the Salisbury High School Squad.

While she was a patient at Hershey Medical Center, the Dillman family appreciated staying at a facility that offered shelter for families in need of lodging near the hospital. Christina Velazquez, MT(ASCP), Toxicology, knows firsthand what that experience can be like. Last summer, her family was involved in a traffic accident enroute to a family vacation. Her husband, Dean, was hospitalized near Fredericksburg, Va., for seven days with serious injuries. Velazquez couldn't afford lodging near the hospital and stayed with her parents — a three-hour drive from her critically-injured husband's bedside.

It was that experience that prompted Velazquez to become involved in fund raising for the Jenn's House project.

Monte Carlo night will be held at St. Joseph's Parish Center, Limeport. Tickets are \$15 per person, which includes roast beef sandwiches, salad, snacks, beverages and desserts. Dance music for the 8 p.m. event will be by the Hillbilly Cats, and Velazquez can be contacted for tickets at ext. 2578.

### Patients: Nursing Service Makes a Difference

Patient Representatives, who keep tabs on what discharged patients think about hospital services, again heard plenty of good things about nurses who go the distance in caring.

These observations are, they note, what patients tell others about the perceived quality of care at Lehigh Valley Hospital.

For example, about one nurse on 3T: "The nurses responsible for my care were wonderful — one in particular. She was so caring and made me feel so at ease with the problem of preterm labor that I wasn't too scared when it was time to go to labor and delivery."

About 4S: "Excellent nursing care!"

On 4T: "All nurses were very nice and made sure everything was OK."

On Pediatrics: "Nurses were very helpful and explained everything in detail (which was great)."

Around the corner on 5T: "The nurses were the best anyone could ever have."

On 6NS: "The nurses were very understanding and kind. They helped me a lot. I want to thank all of them."

Across town at Cedar Crest & I-78, there were similar impressions. "Excellent nurses on 4B! Thank You! They all work very hard."

And, "I am commenting on the nurses I had in TOHU, Special Care and OHU — they were all excellent."

On 4C: "All nurses were great and very nice."

On 5A: "Nurses in both departments I stayed in were great. They answered any and all questions. They did everything they could to make me comfortable."

On 5B: "Very nice..."

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#### After One Year: Altruism in Cancer Trial

Nearly one year ago the Breast Cancer Prevention Trial (BCPT) was announced. Since that time, 87 women from the greater Lehigh Valley have met the eligibility requirements and enrolled in the trial.

Lehigh Valley Hospital is the study clinical coordinating center for Pottstown Memorial Medical Center, Norristown Regional Cancer Center, Grand View Hospital in Sellersville and St. Luke's Hospital.

Nationally, 16,000 women are expected to participate in the long-term study of the drug tamoxifen to see if it reduces the incidence of breast cancer in women at risk. In order to determine what results may be related to tamoxifen, half the participants receive the drug and half receive a placebo. All BCPT participants are at increased risk for breast cancer.

Elisabeth Crago (formerly Williamson), RN, and Linda A. Faust are coordinators of the trial at Lehigh Valley Hospital. Crago noted one common factor among the participants is an altruistic motive. "They're saying that this study provides an opportunity to learn something that may help other women, perhaps even their children." As a group, she says they are intelligent and well-informed women.

The study requires frequent laboratory and clinical follow-up. This monitoring is viewed as a valuable advantage to their participation, because it allows for the earliest possible detection of breast cancer. Once diagnosed, study participation ends for the patient.

Tamoxifen is just one weapon in the cancer

treatment arsenal. Crago says this particular trial came about when use of the drug appeared to reduce recurrences of cancer in women who had breast cancer.

"Enthusiasm is high," she reports of participants, "and there have been few side effects." The study involves five years of treatment with additional long-term follow-up.

It's not too late to participate, and Crago is willing to talk to any individual or group about the study and its requirements. More information is available from her at ext. 2290.

## Nursing Service Continued from Page 7

On 5C: "I was a patient nine times at other hospitals and I don't remember them being as friendly as the ... nurses on 5C."

Upstairs, "The overall care was excellent, but not overbearing. Congratulations to the 6B nurses."

On 6C: "Nurses were quick and efficient in responding to all of my needs."

Up another flight of stairs: "I couldn't have asked for better service, either professionally or otherwise. 7B nurses are a big plus to this hospital. They should very much be commended. They made me feel at home."

And on 7C: "Excellent staff on my floor."

Finally, "The nursing care I received was excellent. All nurses on CNS were great."

### Coming in CheckUp:

- While some employees learn Spanish, others learn about Hispanic cultures
- If you think your phone never stops ringing, you ought to meet these folks.
- A mailbag full of applause for hospital employees



# Employee Service Anniversaries May, 1993

25 Years of Service			5 Years of Service		
May 13 Ruth Arnoldin 20 Years of Service	5T Medical/Surgical Unit		Brenda Heffentrager Julia Oswald Carolina Rivera	OR C  Lab - Information Services  General Services C	
May 23 Joann Lutte May 29 Susan Sanders 15 Years of Service	Ultrasound A Intensive Care Unit	May 2 May 2 May 2 May 2	Cathy Kratzer Leeann Kichline Mary Beth Sprankle	5A Medical/Surgical Unit Transitional Care Unit 4S Renal	
May 13 Stella Polit May 15 Anthony Molchany May 18 Barbara German May 22 Pamela Vandenberg	5T Medical/Surgical Unit Patient Accounting Admitting Office Burn Unit	May 2 May 3 May 9 May 9	Kelly Jordan Barbara Traupman Marie Shaw Melinda Shoemaker	Patient Accounting Pediatric Unit Womancare Center Open Heart Unit	
May 22 Suzanne Trinkle  Yay 22 Vicki Spohn  May 23 Mary Louise Wagner  May 30 Susan Sawka	Short Procedure Unit Pulmonary Lab -Microbiology Cardiac Cath Lab	May 9 May 9 May 16	Marjorie Grimes Donna Kosta Kathleen Brown Vicki Perdick	Stores Process Distr A 6C Medical/Surgical Unit Open Heart Unit Nursing Float Pool Cluster I	
May 30 Georgene Saliba May 30 Leanne Stendell May 30 Mary Brown May 30 Susan Collins	Legal Neonatal ICU Intensive Care Unit Shock/Trauma Unit	May 16 May 18 May 23	Fariba Asghari Tina Demyan Beth Strebin Lori Fehr	Lab - Microbiology Respiratory Therapy C Nursing Float Pool Cluster F Transitional Open Heart	
May 30 Dara Patton	Shock/Trauma Unit Shock/Trauma Unit ome Care - Skilled Nursing 7B Medical/Surgical Unit Employee Health Service	May 23 May 23 May 23	James Dunkle Annamae Kasunic Valorie Shanaberger Diana Roberts	Plant Engineering General Services C 4A Medical/Surgical Unit 3C Staging/Monitored Unit	
May 30 Diane Horowski Prog May 30 Ruth Hughart May 31 Sharon Wilson	ressive Coronary Care Unit Labor & Delivery OR C	May 23 May 23 May 23	Linda Geisler Michelle Brader Craig Koller Joann Gilmore	Trexlertown Medical Center 4A Medical/Surgical Unit Info Services Operations Post Anesthesia Care Unit C	
May 2 James Giardina May 2 Deborah Search May 2 Linda Balliet May 13 Sharon Haupt May 15 Phyllis Fenstermacher May 21 Denise Geiger May 23 Anita Kocher May 23 Diane Roth	Pharmacy A ome Care - Skilled Nursing Medical Records Obstetrics Transitional Open Heart GICU East Admitting Office 6B Medical/Surgical Unit	May 23 May 23 May 23 May 23 May 31 May 31	Lisa Oncay Barbara Lafferty Henry Grasso Jan Gushen Malvina Smith Gloria Ferko Gladys Rivera Kimberly Rhode	7B Medical/Surgical Unit Telecommunications General Services Č Lab - Chemistry 3C Staging/Monitored Unit Lab - Limited Service me Care - Home Health Aide Admitting Office	
ny 29 Cindy Orlando May 31 Janice Kulikowski Est May 31 Alfred Roeder	4B Medical/Surgical Unit cort-Mailroom-Printshop C Info Services Operations	Human Re		resented through the courtesy of sall for their continuing service to	