

JANUARY 2009

# CheckUP

## Healthy Road

Colleagues "Come Together" for a daily walk on page 8.



A PASSION FOR BETTER MEDICINE.™





# Riding Out the Storm

Health care is not recession-proof, which is why achieving our goals is more important than ever

How have you responded to the nation's economic downturn? At the very least, you've probably cut back on spending, clipped more coupons or rethought some of your investments. In short, you've looked to control the things you can control during a time of uncertainty.

As we look to keep our health network strong, we too are taking a closer look at everything we do. In past economic downturns, people have considered health care recession-proof, but that's not true. We've already seen media reports of health networks nationwide needing to defer capital spending, and in some extreme cases, declaring bankruptcy. Moody's, a leading provider of credit ratings, recently revised its 12-18-month outlook for not-for-profit hospitals, downgrading it from stable to negative.

**How are we responding?** First, we're keeping a close eye on our finances. The good news: Our first quarter fiscal year 2009 results are positive. We are ahead of budget in total bed use and total revenue, below budget in total expenses, and are exceeding our maximum Shared Success Plan targets for patient satisfaction and expense-per-case. As a result, our patient services net margin (expense minus revenue) is \$14.2 million, or 89 percent above budget through the end of the first quarter.

That's all excellent news, but we also see storm clouds gathering as people throughout our community feel the effects of our nation's economy. There exists a real possibility that our volumes could decline as people begin to put off or forego elective procedures for financial reasons. Collecting what is owed to us will likely become more challenging. It will be increasingly difficult to generate funding for major growth initiatives. And as federal and state governments struggle with their budgets, we expect further reductions in reimbursements to health networks.

**To best weather this storm, we've developed a plan.** Our plan is driven by achieving goals set within our organization's priorities—people, quality, service, cost and growth. The best way you can help us achieve our goals is to embrace the methodology and tools associated with the System for Partners in Performance Improvement (SPPI). By finding ways to eliminate waste in our work, we all play a paramount role in growing our health network while managing costs. You also help by continuing your commitment to exceptional patient care, and by telling your friends and neighbors about all the varied services our health network offers.

While it's true that no organization is recession-proof, it's also true that organizations with a solid foundation, a sound strategy and a dynamic, creative team are in the best shape to weather any challenges. You help make our organization one of the nation's leading health networks, and your energy and vigilance will keep us strong amid national economic adversity.

Stuart Paxton  
Chief Operating Officer



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# Teaching Tomorrow's Dentists

It's how dentists like Bradford Young, D.M.D., assist children and adults who need dental help but can't afford it



**Teaching and learning**—Bradford Young, D.M.D., looks on as dental resident Kunjan Patel, D.M.D. (left), teaches 12-year-old Mario of Tamaqua proper brushing techniques.

## Ensuring 'Miles of Smiles'

Even with the work of our dental clinics, there are still an estimated 11,000 children in Allentown alone who may need dental care but can't afford it. So Lehigh Valley Health Network, Capital BlueCross and more than 40 donors are bringing the dentist to them.

"Miles of Smiles"—a dental office on wheels—will roll into town in April. The mobile clinic will include two treatment rooms, allowing a dentist and a dental hygienist to provide teeth cleanings, fluoride treatments, X-rays, cavity treatments, simple extractions, and education on proper brushing, flossing and healthy eating.

"An estimated 3,000 community members—primarily children—will receive dental care with 'Miles of Smiles' annually," says Lehigh Valley Health Network president and chief executive officer Elliot J. Sussman, M.D. The mobile clinic will serve children at four Allentown elementary schools, The Caring Place Youth Development Center, Casa Guadalupe and the Sixth Street Shelter.

When Bradford Young, D.M.D., was a dental resident, he loved making a positive impact on children's lives at Lehigh Valley Hospital–17th Street's dental clinic. "Children who have bad dental experiences can develop phobias that never go away," Young says. "But children who have positive dental experiences become good patients—and healthier people—for life."

Now a dentist in our community, Young shares his wisdom with Lehigh Valley Health Network's current dental residents. He's one of 75 practicing dentists who volunteer to teach the dentists of tomorrow and deliver free care inside our health network's two clinics. (The second is located at Lehigh Valley Hospital–Muhlenberg.)

"My experience as a resident was instrumental in my journey from dental student to dentist," Young says. "I enjoy supervising our new residents as a way to give back to a program that meant so much to me."

During a routine shift, Young helps residents build confidence in their skills and learn to care for a wide range of patients—adults and children—who rely on our clinics' care. Many of the nearly 10,000 patient visits the clinics provide each year are for uninsured children who don't see the dentist regularly and therefore face a significant oral health crisis. It's why the clinics also participate in programs like the national "Give Kids a Smile Day," which offers free care to school-age children who need it most.

The confidence Young instills in residents helps deliver the best care in extraordinary cases. Just two of the local children who have been helped by the clinics: a 9-year-old boy who could not open one of his eyes due to a dental infection, and a 16-year-old girl who needed to have much of her lower jaw surgically removed after a large mass was discovered on an X-ray.

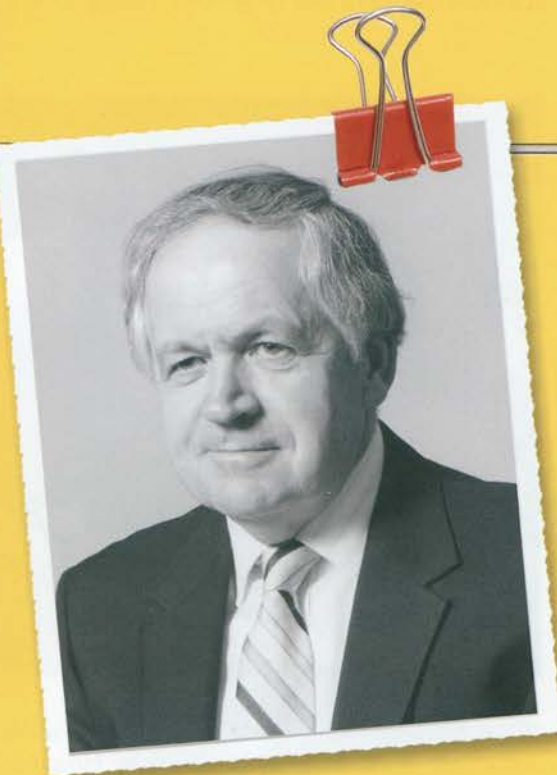
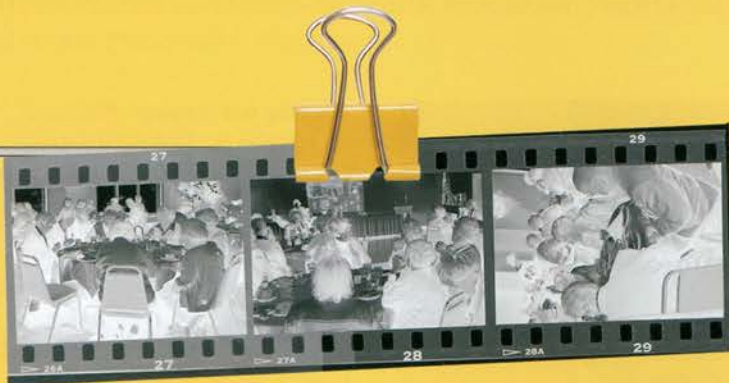
By teaching tomorrow's dentists, people like Young hope to spread the message of the clinics' good work throughout our community. "We all want the Lehigh Valley to be filled with healthy children and bright smiles," Young says.

—Amy Koch



# Still Part of Our Family Picture

Our retirees group helps keep former colleagues connected to our health network



Jack Dittbrenner remembers the feeling of togetherness he developed with colleagues as a Lehigh Valley Health Network photographer. When he retired in 1993, he wanted to continue that family atmosphere.

So Dittbrenner joined with others—including former volunteer services director Hazel Kramer and current-day nursing relations director Josephine Ritz, R.N.—to form the Lehigh Valley Health Network Retirees Group.

More than 200 people came to the group's first meeting 14 years ago. "When we worked, we went on coffee breaks and got together for meals after work," Kramer recalls. "This group is a great way for us to stay in touch, enjoy each other's company, remember good times and continue the fellowship we enjoyed while working."

Today the group stays together with five annual luncheon programs (often featuring speakers or entertainment) and trips to destinations throughout our region (Oktoberfest at Lake Wallenpaupack) and across the country (Las Vegas).

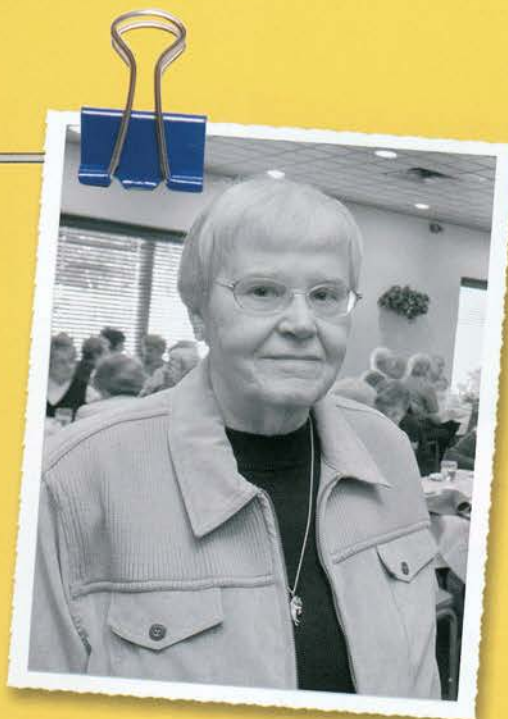
Here are some of the people who help keep the group vibrant:

## Jack Dittbrenner

A photographer in the United States Marine Corps, Dittbrenner carried his passion for photography to our health network, serving as Lehigh Valley Hospital—Cedar Crest's first medical photographer for 22 years. He met his wife, Annabelle, here while she was a nursing student in the former School of Nursing, and became well-recognized in our community as an emcee for hospital functions and as a 37-year member of a local barbershop quartet.

When he retired in 1993, he began putting plans for our retirees group in motion. "So many people talked about it, but nobody was organizing it," he says. So he stepped forward and served as the group's first president. "We didn't know if it would go over or not," he says. "It's turned out better than we imagined."





## Hazel Kramer

Kramer uses her prior experience as director of volunteers to serve as the retirees group's activities director. "We're planning our bus trips for the rest of the year, including trips to Philadelphia's Kimmel Center and Atlantic City," says Kramer, who plans such outings between the group's scheduled luncheons.

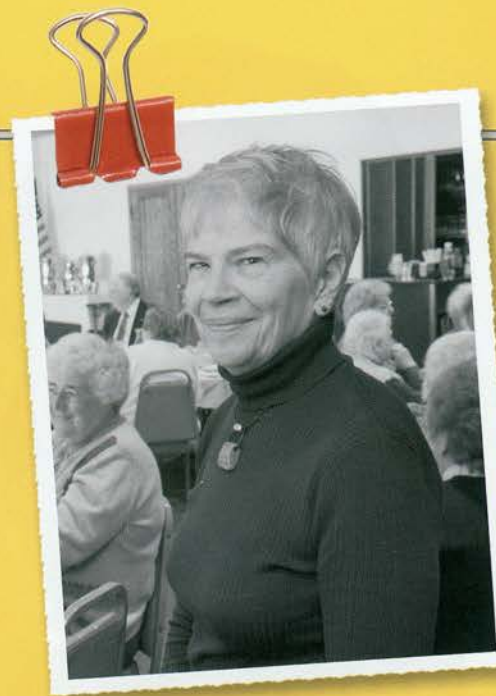
Over the years, she's seen the group membership evolve. "At first, it was all people I worked with, but now I'm meeting new retirees and making new friends," she says.



## Arlene Lakits and Charlotte Cruse

In 39 years, Lakits worked for five presidents as the executive secretary to the administrator of The Allentown Hospital (now Lehigh Valley Hospital-17th Street). For 22 years, Cruse served as a staff nurse, head nurse and a staff development instructor at the same hospital.

Both retired in the mid-1980s and share a common bond through the retirees group—Lakits as the outgoing secretary and newsletter editor, and Cruse as the incoming one. "The trips with the group are nice," Lakits says, "but sometimes just getting together and talking is the best part of all."



## Sally Oplinger

Oplinger is one of the group's "new retirees," having left the health network after 41 years as a nurse. "I spent 35 years on a medical-surgical unit, then six on inpatient hospice," she says of her career at Lehigh Valley Hospital-17th Street. "Everyone who worked there felt like family."

She's helping to guide the "family" today. After serving as the group's treasurer, she's now its president. "I never miss a luncheon," she says, "and I love music from the 1950s, so the concert trips are must-sees."

—Erin Alderfer

**Interested in joining the retirees group?** Membership is open to anyone who receives a pension from our health network, and dues are just \$5 a year. For more information or to join, call Sally Oplinger at 610-262-8783.



## What's in the Water?

It's the running gag in Lehigh Valley Hospital–Muhlenberg's emergency department, where 13 colleagues delivered babies in 2008

Carri Calhoun,  
technical partner,  
and Sylvia



JANUARY

Usually, terms like “stat” and “MVA” (motor vehicle accident) are heard around the nurses station in the Lehigh Valley Hospital–Muhlenberg emergency department (ED). But for the past year, “kankles” and “morning sickness” became just as common.

During 2008, 13 ED colleagues had babies. “There is definitely something in the water,” jokes Krista Lichtenberger, R.N., who gave birth to a boy in November.

In fact, Lichtenberger had been trying to get pregnant when she started noticing growing bellies around her at work. Sure enough, her pregnancy test was positive too.

While pregnant colleagues compared the size of their bellies and ankles, and shared baby names and tips for curbing nausea, other colleagues—and even patients—kidded one another that it could be contagious. Joking aside, “It was wonderful to be surrounded by other pregnant, hormonal women who could offer advice and comfort,” Lichtenberger says.

—Sally Gilotti

**Raising a glass (of water!)**—Christine Lewbart, R.N. (pictured), Emily Barbee, M.D., Katherine Wuerstle, R.N., and Dawn Keglovics, R.N., all were due to deliver babies in December. Heather Wise, R.N., delivered Cameron in July, and Rachel Guerrero delivered Hallie in September.

Meet the 2008 moms and babies of the emergency department:

Oona Ford, R.N., and  
Aubrie and Kiara (left)  
Brandi McMillian, R.N.,  
and Lena



FEBRUARY

Stacey Becker, R.N.,  
and Cameron



AUGUST

Steph Goren-  
Garcia, M.D.,  
and Isabel



AUGUST

Krista Lichtenberger, R.N.,  
and Ryan (left)  
Danielle Santoiemma, R.N.,  
and Evan



NOVEMBER





**A colorful club**—Not only do Lehigh Valley Heart Specialists walkers turn heads with their brisk pace, (l-r) Nisaura Mendrell, Ginger O'Sullivan, C.R.N.P., Darlene Reynolds, Desiree Whitehead, R.N., Tina Kies, Pam Smith, Anne Marie Crown, and (cover, right) Joan Homan, M.D., wear red to remind people to care for their heart.

### More Wellness Dollars for You

In 2009, you and your eligible family members have \$200 more to invest in your good health. You can use your \$700 Culture of Wellness benefit to participate in approved wellness classes or toward membership at our Healthy You Fitness Centers or the Human Performance Center. You can learn more at an upcoming Culture of Wellness health fair. See page 14 for details.



# Here Comes the Walking Club

Cardiology colleagues exercise daily for health, camaraderie and fun



With sneakers tied tightly, colleagues gather in the Center for Advanced Health Care's third-floor lobby. "Are you ready?" one yells. With shouts of approval, they dash toward the stairwell.

This daily ritual for many Lehigh Valley Heart Specialists colleagues started when cardiologist Joan

Homan, M.D., suggested they organize a walking club. "All day, we tell people to exercise for heart health," she says. "It's important we practice what we preach."

At lunchtime, they take a 15-minute, half-mile walk (inside or outside depending on weather) to the Kasych Family Pavilion and back. Here's what happened when *CheckUp* tagged along one afternoon.



**Walking down the stairs** and warming up for her workout, medical secretary Darlene Reynolds says, "I enjoy this because it's a break from sitting at my desk. I try to walk at home but often don't have the time. This allows me to exercise frequently."

**Crossing the ring road**, they pick up the pace. Desiree Whitebread, R.N., admits she didn't exercise before joining the club a few months ago. "When I started, I couldn't keep up with everyone and got winded easily. Not anymore," she says.

**In front of the Jandl Family Pavilion**, they check their portable phone to make sure the office doesn't need them. After all, their "workout" can involve some "work." "We planned the

last Heart Help for Women community event out here," says Anne Marie Crown, director of special cardiac programs.



**At the main entrance**, Reynolds admits their conversations are rarely about work and mostly about lighthearted topics. "We talk about our families and personal lives," she says. "We can't always do that while we're working."

**Past the Kasych Family Pavilion**, they turn around and head toward home. Crown checks to make sure

none of the club members is gasping for air while talking—a sign that they may be working out too hard. Crown also motivates the group by saying, "Walking at a vigorous pace every day is great for your heart. Taking the stairs helps too."

**In front of the Anderson Pavilion**, the group turns heads. A hospital visitor offers motivation. "Pick up the pace," he jokes. Ginger O'Sullivan, C.R.N.P., says, "I always tell patients about our club and encourage them to do the same at their place of work."

**Re-entering the Center for Advanced Health Care**, medical assistant Tina Kies says goodbye to the afternoon sunshine. Being outside is her favorite club benefit. "It relieves my stress and motivates me for the afternoon," she says.

**Walking quickly up three flights of stairs**, club members power through the most difficult part of the workout. At the top, they wipe their brows, say their goodbyes and begin the afternoon. They'll do it again tomorrow. If you see them, join them. Better yet, start a club of your own. "There's no excuse not to exercise," O'Sullivan says.

—Rick Martuscelli



# Be Green, Save Green

You can help us save the planet and manage costs

Think of everything you do that requires electricity or impacts the environment. Now think of what you could do to reduce your “carbon footprint.” Maybe you could turn off the TV while taking a shower or carpool to the store with a neighbor. By doing simple things, you create a “green” (environmentally friendly) household and save money.

We’re doing the same thing throughout our health network. “We’re looking for ways to lessen our impact on the environment,” says Craig Onori, vice president of support services. “In many instances, we’re also lowering our operating expenses.”

Here’s how we’re being greener in the way we prepare food, use electricity, clean our facilities, and discard waste—and how you can help.



## Take the Green Door

From her experience sitting at Lehigh Valley Hospital–Muhlenberg’s main lobby desk in the winter, receptionist Debra Bell-Stalbird knows the revolving door lets in less cold air than the nearby hinged door. Proving her theory, a study conducted by senior HVAC engineer Todd Bachl found revolving doors to be eight times more energy efficient. That’s why we’re posting signs at the Muhlenberg and Cedar Crest entrances urging people to use them. We’re also tweaking other automatic doors to make them more efficient. It could save us \$8,000 each year.



## Other ways we’re creating greener buildings:

- Replacing old fluorescent lighting with more energy-efficient fixtures
- Installing motion sensors to turn off lights when areas like conference rooms and private offices are unoccupied
- Outfitting boiler plants with energy-efficient control panels
- Replacing 4-gallon-per-flush toilets with 1.5-gallon-per flush fixtures



**How you can help:** Shut off lights in unoccupied rooms without motion detectors.

**The energy-efficient choice—**Receptionist Debra Bell-Stalbird saves energy by using Lehigh Valley Hospital–Muhlenberg’s revolving door.



## Recycling Frenzy

Since we placed 2,000 recycling bins at convenient locations and educated colleagues on how to properly discard waste, we've seen a dramatic increase in the amount of recyclables collected. In February, we collected less than 1 ton of bottles, cans and glass. In October, we collected more than 9 tons! The amount of cardboard we recycle has doubled. We're also collecting nearly 23 tons of paper each month, a significant increase.

Through education, we're also reducing red-bag waste. For example, Lehigh Valley Hospital–Cedar Crest cardiac catheterization lab colleagues used flyers and posters to remind colleagues which items should be discarded in red bags. As a result, the lab reduced red-bag waste by 80 percent. Through recycling and proper waste disposal, we reduced the amount of trash sent to landfills by 47 tons each month, saving \$5,000.

**How you can help:** Place all waste paper in a recycling bin. Don't include regular trash in red-bag waste. Separate cardboard from regular trash.



## Clean and Green

It was a tedious job when general services colleagues had to strip off the waxy finish on a patient room floor. It took more than two hours and required the use of smelly chemicals that polluted the air. This month, every hospital campus will get a new machine that uses only water to do the same job in 30 minutes. Plus, all the products on housekeeping carts are approved by Green Seal, an organization that tests products to ensure they are environmentally safe.



## Compost Collection

The 200 pounds of vegetable peels, meat trimmings and food scraps Luis Villegas and his food services colleagues collect daily at Lehigh Valley Hospital–Muhlenberg doesn't get tossed in the trash. Instead, it's sent to the Rodale Institute Farm in Kutztown for composting.

We're being green by taking 36 tons of annual food waste out of a landfill and using it to create fertilizer for farmers. Having waste hauled to the farm also is cheaper than sending it to a landfill. We'll soon collect food scraps at Cedar Crest's cafeteria too.

## Other ways our cafeterias are green:

- Napkins are made from 100-percent recycled materials
- More organic foods are available
- Produce is purchased from local suppliers, reducing transportation pollutants
- Trash bags are biodegradable and less expensive (\$11,000 annual savings)
- Paper cups replaced styro-foam cups

**How you can help:** Throw cans, bottles and glass in the appropriate recycling bins.

*Rick Martuscelli*

**Composing leftovers**—Cook Luis Villegas discards leftovers from Lehigh Valley Hospital–Muhlenberg's salad bar and puts them in a special bin for composting.





# Extreme Makeover: lvh.org

**Check out the new lvh.org.** You'll discover our Internet site has received a makeover to better reflect the depth and breadth of our health network. In addition to a new look, the site is easier to navigate so patients and community members can learn about and connect with our programs and services.



Here are a few highlights:

- **Stories About Our Passion**—Through colleagues' and patients' stories, learn more about our "Passion for Better Medicine<sup>SM</sup>."
- **Find a Doctor**—or a specialist on every page.
- **Locations**—We've made it easier for you to find all our locations, so you can find a doctors' office, health center, mammogram or lab test site quickly.
- **Resources**—Read our doctors' take on current health issues in Ask Our Expert, watch a procedure in 3D animation or learn about our latest clinical research.
- **Why Choose Us**—If you're reading about our services, you'll discover why our care stands out.

Lvh.org is a great resource—for patients, community members, job seekers and more. If someone needs more details about our care or programs, refer them to lvh.org (or to 610-402-CARE).

## She's an Advocate

Beth Smith refused to let her parents drive home to Rochester, N.Y., when her mother, Maureen Lindsay, had trouble breathing during a visit. Knowing her mother has heart failure, Smith, a financial coordinator with Health Spectrum Infusion Pharmacy, took her to our emergency department. "I called ahead, and they were waiting for us outside with a wheelchair," Smith says. "My mom thought she was receiving special treatment because I work here, but I know that's how we treat all patients." Today, Lindsay is feeling better than ever and attributes her turnaround to our care. Smith thanks her colleagues and says, "It's interesting to see just how good we are from the other side of a critical situation," Smith says.

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



## Guide to Our Care

Look here each month to learn something new about the health care services we provide

### Stroke Care

**Our Primary Stroke Centers** at Lehigh Valley Hospital and Lehigh Valley Hospital-Muhlenberg are recertified by The Joint Commission. Stroke centers have dedicated resources to treat patients with the clot-buster tPA 24/7. If someone you know has stroke symptoms (headache, numbness or weakness, slurred speech, confusion) make sure he or she gets to a certified stroke center immediately.

### Cancer Care

**If you know someone with liver cancer**, he can get the most advanced care here with chemoembolization or radiofrequency ablation. A minimally invasive procedure, chemoembolization delivers a high dose of chemotherapy directly to the liver while depriving a tumor of its blood supply. Radiofrequency ablation is a nonsurgical, localized treatment that kills tumor cells with heat, sparing healthy liver tissue.



# The Buzz in Our Community



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

Susan Rutt (right) and the Lehigh-Carbon Highway Safety Program handed the reins of its successful Operation: Safe Ride program to our health network. To kick off our involvement, parent education coordinator Deanna Shisslak, R.N. (left), and trauma prevention coordinator Bill McQuilken distributed 100 car seats to families in need and provided demonstrations for parents to teach proper installation. The program has provided more than 2,700 car seats in 16 years, keeping thousands of children safe. Blue Ridge TV-13 News, 69 News (WFMZ-TV) and the *East Penn Press* covered the event.

Here are other headline-makers:

- A 69 News report on early detection and treatment options for testicular cancer featured urologic oncologist **Joseph Trapasso, M.D.**
- *Nursing Spectrum* magazine and *Nurse Week* featured Pennsylvania Nightingale Award winners **Susan Eckhart, R.N.**, and **Nancy Davies-Hathen, R.N.**
- Two *Express-Times* stories about the recent terrorist attacks in Mumbai, India, quoted colon-rectal surgeon **Indru Khubchandani, M.D.**, whose family members live in the Mumbai area.
- A *Morning Call* article about the flu vaccine featured infection control director **Terry Burger, R.N.**, who emphasized the importance of a clean workspace.
- A *Morning Call* article about hospital finances discussed our health network's financial strength in the face of the national recession.

## Heart Care

Our Cardiovascular Research Institute actively seeks new and better ways to prevent and treat heart disease. Its goal: to give your family, friends and neighbors access to advanced treatments not available at most hospitals in the region or nation.

## Burn Care

After patients are discharged from our **Regional Burn Center**, they continue to get the best possible follow-up care at our Burn Recovery Center. On an outpatient basis, the center offers wound care, physical and occupational therapy, scar management, reconstructive services for children and adults, and support services to help patients recover completely.

## Children's Care

Two pediatric hospitalists recently joined our team: **Liborio Lee LaRussa, M.D.**, and **Kris Rooney, M.D.** There are now five pediatric hospitalists and four pediatric intensivists. They provide 24/7 attending coverage for the pediatric inpatient and pediatric intensive care units at Lehigh Valley Hospital-Cedar Crest. They work closely with patients' primary care physicians or pediatric specialists to coordinate their hospital care.



## Pride in Our People



**1. Tops in North America**—President and chief executive officer Elliot J. Sussman, M.D. (right), received a ceremonial key to our hydrogen bus from U.S. Rep. Charlie Dent during a recent commissioning ceremony at Allentown's Da Vinci Science Center. The bus—one of just 26 hydrogen-fueled shuttles in North America—is already No. 1 in average miles driven, thanks to its daily trips around Lehigh Valley Hospital-Cedar Crest.

**2. Culturally aware**—In Native American culture, smoke from burning sage, cedar and sweetgrass cleanses the body. When Eagle and Messina Victoria needed care at Lehigh Valley Hospital-Muhlenberg, 5T caregivers arranged for them to perform the prayer ritual, called smudging, safely in their room. “We felt comfortable knowing they were open to our

culture,” Eagle says. Read the full story in November's *Magnet Attractions*.

**3. Pennsylvania's best**—Donna Petrucci, C.R.N.P. (above), is among several Lehigh Valley Health Network nurses honored among Pennsylvania's best. Petrucci, Carol Balcavage, R.N., and Hope Johnson, R.N., received Pennsylvania State Nurses Association Awards. Petrucci also was one of six Nightingale Awards of Pennsylvania finalists from our health network (representing one-third of the state's total finalists.) This year we have two Nightingale recipients: Nancy Davies-Hathen, R.N., and Susan Eckhart, R.N. Other finalists: Debra Binder, L.P.N., Charlotte Buckenmyer, R.N., and Bonnie Wasilowsky, R.N.

## How Will You Spend Your \$700?

If you're enrolled in Choice Plus, you now have \$700 per family to spend on approved wellness classes this year through Culture of Wellness. Want to get a sample of the latest classes? Attend a Culture of Wellness health fair on the following dates:

**Thursday, Jan. 15 – 9 a.m.-1 p.m.** – LVH-CC – Kasych Family Pavilion

**Monday, Jan. 19 – 11 a.m.-4 p.m.** – LVH-CC – Kasych Family Pavilion

**Tuesday, Jan. 20 – 10 a.m.-4 p.m.** – LVH-17 – Center for Healthy Aging

**Friday, Jan. 23 – 10 a.m.-4 p.m.** – LVH-M – Educational Conference Center

You also can earn an additional \$25 in wellness dollars for every family member who takes a health risk assessment at [spectrumtpa.com](http://spectrumtpa.com). To keep up to date on the latest Culture of Wellness and other benefits news, check out the human resources Web site on the intranet ([lvh.com](http://lvh.com)).

## Let Your Voice Be Heard

From Jan. 15-29, you'll be able to tell us how you feel about working here through the 2009 **employee satisfaction survey**. In 15-20 minutes, you'll be able to complete an online survey. Participation makes you eligible to win great prizes. Look for details in February's *CheckUp*.



## Schedule

For more details on classes (including times and costs), call 610-402-CARE or visit [lvh.org/checkup](http://lvh.org/checkup).

### Rapid Improvement Events

**Jan. 12-16**—Admissions (6K) and Patient Cart Pick

Work continues all week. Final report-outs at 8:30 a.m., Jan. 16, CC auditorium (broadcast to LVH-17 and LVH-M)

### Culture of Wellness

**Jan. 1 and 15**—Car Seat Checks

**Jan. 2**—CPR for the Safe Sitter

**Starting Jan. 2**—Exercise for Life

**Starting Jan. 5 and 7**—Drums Alive

**Starting Jan. 5**—Belly Dancing for Fun and Fitness

**Starting Jan. 5**—Staying Strong

**Starting Jan. 5**—Relaxing Yoga

**Starting Jan. 6**—Fit to Be a Mom

**Starting Jan. 7**—Relaxing Yoga

**Starting Jan. 7**—Deeper Practices of Yoga

**Jan. 9**—CPR for Friends and Family

**Jan. 13**—Redirecting Children's Behavior  
Power Struggles

**Jan. 15**—Redirecting Children's Behavior  
Refresher Class

**Starting Jan. 14 and 27**—Yogalatte

**Jan. 20**—Corrective and Protective Skin Care

**Starting Jan. 20**—Healing Dance

**Jan. 20, 21 and 22**—Retirement Strategies for Women

**Jan. 22**—Redirecting Children's Behavior Series

**Starting Jan. 26**—FlashFit

**Jan. 27**—Redirecting Children's Behavior  
Surviving the Toddler Years

**Starting Jan. 27**—Pilates Express

**Starting Jan. 28**—Everyday Tai Chi

**Starting Jan. 31**—PUMP

### Benefits

**Discover Your Discounts**—10 percent off at Paddy's  
Steak & Seafood

**Refer a Physician**, Earn \$500

### Special Events

#### Recreation Committee Trips

**March 15**—Philadelphia 76ers vs. Miami Heat

**April 4**—Riverdance: The Farewell Tour

**May 18-22**—Biltmore Estate and Asheville, N.C.

**June 13-14**—Washington, D.C.

## Service Star of the Month

Shelly Marks, R.N.,  
emergency department

**Shelly Marks, R.N.**, cautiously approached the wreckage of a car her daughter had spotted from the road. It was so dark, she couldn't see inside. So she used the light of her cell phone and saw a teenage girl trapped inside.

She immediately called 9-1-1. "I tried to get in a position where I could perform CPR, but the wreckage made it impossible," Marks says. So Marks held the girl's hand and comforted her while waiting for help to arrive.

Sadly, the girl died just as first-responders arrived. The first-responders told Marks she could let go of the girl's hand, but she didn't. "If it were my daughter, I would like to know someone was there holding her hand and she wasn't alone in the dark," Marks told the ambulance team. Says Marks' colleague, Sharon Kichline: "Shelly shows compassion for everyone. I don't know many people who would risk themselves to do what she did that night."



### Congratulations to Award Nominees

**Chris Lycette, M.D.**, neurosurgery

**Ellen Anderson, R.N.**, 4T

**Michelle Stuart**, case management

**Christine Leech**, surgical technician

**Amanda Gaughran, R.N.**, emergency department

**Robert Pencil, R.N.**, neuroscience intensive care unit, and **Sue Henry**, case management

#### Things to remember when nominating a Service Star:

- Choose one or two colleagues, not a group.
- Tell a story. Specifically explain how the colleague did something extra special.
- You don't have to provide direct patient care to be a Service Star. All colleagues can be nominated.

**To nominate a star**, go to the intranet at [lvh.com](http://lvh.com). Go to the "Find Fast" box and click on **Service Star Nomination**.



# HAPPY ANNIVERSARY

## January 2009

### 45 Years

**Eleanor Haas**  
Adolescent Psych

### 40 Years

**Nancy Beidler**  
Transitional Living Center

### 35 Years

**John Koshland**  
Sleep Disorders Center

**Darlene Matthias**  
Cancer Center

**William Thompson**  
Information Services

**Kathleen White**  
Maternal-Fetal Medicine

### 30 Years

**Janice Cudlik**  
Mother-Baby Unit

**David Feist**  
Security

**Sally Getz**  
MICU/SICU

**Barbara Hallowell**  
Finance

**Denise Kuntz**  
Cardiac Cath Lab

**Robin Miles**  
Labor and Delivery

**Rhonda Nagy**  
Mental Health/Retardation

**Susan Ruth**  
Short Stay Hospital

**Denise Schuler**  
Sleep Disorders Program

**Donna Wells**  
Supply Distribution Services

### 25 Years

**Carol Coffinger**  
Lehigh Valley

**Anesthesia Services**  
Operating Room

**Valerie Gogel**  
Operating Room

**Joseph Groller**  
Respiratory Care

**Ruth Palmisano**  
Behavioral Health

**Richard Reitz**  
Sterile Processing

### 20 Years

**Theresa Carfara**  
Lehigh Valley

**Physician Group**  
Neonatal Intensive

**Sandra Cornog**  
Care Unit

**Deborah Dilliard**  
Medical Records

**Patricia Dunton**  
Sotak

**ASU-PACU/OR**  
Engineering

**Ricky Farley**  
Engineering

**Kathy Hsu**  
Division of Education

**Gina June**  
General Services

**Mary Kinek**  
Wound Healing

**Program**  
Joan Kressley

**Neonatal Intensive**  
Care Unit

**Stacey Lewis**  
Behavioral Health

**Vicki McIntosh**  
Nurse Staffing Office

**Rebecca Meinhardt**  
Adult Transitions

### Susan

**Nonnemacher**  
5B Medical-Surgical

**Sharon Petrusky**  
Labor and Delivery

**Richard Riccio**  
Trauma-Neuro Intensive

**Care Unit**  
Carmen Rosario-

**Seaman**  
Pediatric Unit

**Patricia Schlegel**  
Speech and Hearing

**Leonard Snyder**  
ASU-PACU/OR

**Lori Ungurean**  
Base Service Unit

**Janice Waller**  
Labor and Delivery

### 15 Years

**Joseph Lyons**  
Lehigh Valley

**Physician Group**  
William Miller

**Family Medicine**  
10 Years

**Carmella**  
Cappellini

**Float Pool**  
Craig Carvin

**Home Care**  
Jesenia Colon

**Heart Station**  
Janine Eisentraut

**Payroll**  
Martina Escueta

**3A ICU**  
David Freeman

**Spectrum Pharmacy**  
Richard Goy

**HealthWorks**  
Marna Greenberg

**Emergency Medicine**  
Judith Knoop

**Infectious Disease**  
Johnette Lenik

**Lehigh Valley Physician**  
Group

**John Morgan**  
HealthWorks



## Celebrating 40 years!

**Nancy Jane Beidler**

**Program coordinator, Transitional Living Center**

### Most Memorable Moment Here

When the Transitional Living Center team received the Service Star award and when I received the Mental Health Professional award

### My Inspiration

The freedom I am allowed to utilize my skills to work with our clients

### Best Virtues

Dependable, loyal, conscientious, compassionate

### Other Areas Where I Worked

Business office, admitting, mental health clinic

### Favorite Pastimes

Shopping

### Favorite Cafeteria Foods

Coffee and bagels

**Kimberly Repnyek**  
Patient Accounting

**John Schell**  
Lehigh Valley

**Anesthesia Services**  
Sarah Stevens

**Adolescent Medicine**  
Peter Strauss

**Crisis Intervention**  
5 Years

**Beverly Allen**  
7B Medical-Surgical

**Physical Therapy**  
Sheila Belisle

**Laurel Bergstresser**  
Lehigh Valley

**Physicians Practice**  
Iraida Candia

**5T Medical-Surgical**  
Vincent Cavallaro

**Operating Room**  
Alisa Circosta

**7B Medical-Surgical**  
Michael Columbus

**Spectrum Pharmacy**  
Bernice Costanzo

**Operating Room**  
Debra Craig

**MICU/SICU**  
Lyn Daubert

**4A Medical-Surgical**  
Jennifer Deem

**MICU/SICU**  
Harry Dieterich

**Information Services**  
Ruth Duffield

**Enterostomal Therapy**  
Xiomara Franco

**Perinatal Unit**  
Emese Futchko

**Surgery Research**  
Kim Geiss

**Lehigh Valley**  
Physician Group

**Brian LaSalle**  
Risk Management

**Michael Loomis**  
Lehigh Valley

**Anesthesia Services**  
Leslie Maston

**MICU/SICU**  
Cynthia Maugle

**Lehigh Valley**  
Anesthesia Services

**Lisa Medina**  
Louis Spikol, M.D.

**Veronica Miranda**  
Ambulatory Practices

**Deborah Moran**  
Transitional Skilled Unit

**Sheila Mullins**  
Hamburg Family

**Practice**  
Victor Otero

**Linden Street Family**  
Medicine

**Marieluisa Perez**  
Patient Transport

**Services**  
Dahna Phillips

**MICU/SICU**  
William Pitts

**Operating Room**  
Denise Potkovac

**Regional Heart Center**  
Medical

**Michelle Ravert**  
Regional Heart Center

**Medical**  
Krista Redmond

**Transitional Trauma Unit**  
Alice Reice

**MICU/SICU**  
Gloria Robinson

**Hamburg Family**  
Practice

**Marsha Sadusky**  
Neuroscience Intensive

**Care Unit**  
Phyllis Santo

**G.I. Lab**  
Roberta Schwendeman

**5T Medical-Surgical**  
Elizabeth Smith

**Spectrum Pharmacy**  
Eneida Soto

**4T Medical-Surgical**  
James Strubinger

**Labor and Delivery**  
Kimberley Strucke

**Respiratory Care**  
Christina Taylor

**Neuroscience Intensive**  
Care Unit

**Jennifer Von Steuben**  
Nursing Float Pool

**Courtney Vose**  
Patient Care Services

**Winnifred Walker**  
Operating Room

**Kathleen Weddigen**  
Information Services

**Rebecca Willis**  
Pediatric Rehabilitation



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