Healthy Cafeteria Eating
Get directions, page 6
A Glimpse Into Our Future

With your support, our health network will continue to grow and thrive.

One of my favorite photos is of my daughter peering out a window. The photo was taken when she was a baby, and it looks like she's peering into the future. That's how I feel right now. I'm so pleased to be entering the next phase of my career at Lehigh Valley Health Network as the new chief operating officer. It's exciting and fulfilling to be part of a growing organization that offers high-quality care to our community.

A large part of our success is attributable to my predecessor, Stuart Paxton. Over the years, he worked tirelessly alongside our colleagues to help build our health network into the nationally recognized institution it is today. When he retires in December, he'll leave behind a lasting legacy, many time-honored traditions and some very big shoes to fill. Now, Stuart's embarking on his retirement journey, and I'm the one peering out the window into the future and what it holds for our health network.

This is what I see. I see a health network that will grow and thrive as we maintain our focus on the priority areas of people, service, quality, cost and growth. I see a health network that will continue to add value to patient care because of important network-wide initiatives such as the System for Partners in Performance Improvement (SPPI) and the Patient-Centered Experience (PCE). I see a greater focus on outpatient growth, and the continuum of care will be evident. And, our priorities will fuel our expansion of regional partnerships, allowing us to serve a greater number within our larger community.

Because of those initiatives, I see a health network that stands out among other hospitals for the best patient and family care, offered in an efficient and productive environment. At the heart of this, I see a passionate, dedicated group of colleagues who will continue striving to provide the best care, no matter what changes health care reform may bring our way.

I've worked here for almost 25 years, and many of you know I have high expectations. You've always lived up to those expectations, and I'm sure you will continue to do so. Here's to making our vision of the future come true, and to our continued success together!

Terry Capuano, R.N.
Chief Operating Officer
She Offers Hands-on Education

**Building relationships—**After providing care in our Regional Burn Center, burn surgeon Sigrid Blome-Eberwein, M.D., continues to create long-lasting connections with patients. To see a video about how she cared for and developed a relationship with patient Shannon Anderson, visit lvhn.org/checkup.

Having burn survivors 'gown up' is one way Sigrid Blome-Eberwein, M.D., displays her passion for teaching.

Surgeons, anesthesiologists and technicians donned gowns, gloves and masks. The team prepared to perform surgery to save someone from a burn injury. Only this wasn't the operating room (OR), and they weren't really medical professionals. It was the monthly meeting of the burn support group.

“In one of our prior sessions, people talked about not knowing what happened to them in the OR, so I chose to let them experience it rather than lecture about it,” says burn surgeon Sigrid Blome-Eberwein, M.D. “They gowned up, put on sterile gloves and played roles on a surgical team. It helped them learn what they went through and brought back memories of their care. One survivor remembered counting prior to surgery; another didn't realize we used anesthesia.”

This creative approach to learning shows Blome-Eberwein’s passion for helping burn survivors get back on their feet. She leads a holistic, integrated recovery program that goes beyond the patient’s injuries and physical recovery. “It’s not enough to just help with social skills or scar management,” she says. “We need to provide comprehensive support, whether someone is recovering from a big or small burn.”

The hands-on burn support group is just one aspect of that support. In addition, Blome-Eberwein offers Beyond the Burn workshops and developed a DVD for survivors and family members, the only one of its kind in the nation.

“Most burn programs offer little to no support once a patient leaves the hospital,” Blome-Eberwein says. “When patients enter our Regional Burn Center, we consider it at least a five-year contract. Patients may not be in treatment that whole time, but we stay with them as they find their place.”

Just one example is the extra care given during scar management. “That process takes years,” she says. “We give patients resources to help with vocational rehabilitation, prosthetics, body parts and fingernails. We offer relaxation techniques and counseling. This helps patients regain self-confidence and avoid isolation.”

The connections Blome-Eberwein forges last a lifetime. She recalls a 16-year-old music student she treated in her native Germany. His hands were badly burned, and he was told he would never play again. He persevered, and won a scholarship to Julliard. He’s now a concert pianist traveling the United States. He comes back to Blome-Eberwein for scar management. “This work becomes part of your life,” she says. “Seeing survivors succeed is most rewarding.”

—Erin Aldefer
Resolve to embrace efficiency and SPPI. Follow the lead of these two departments.

The year 2010 is almost here, and it's time for New Year's resolutions. A new year marks a symbolic start to clear perspectives and adapt newfound "can-do" attitudes. These concepts don't apply just to your personal life; they apply to your work life, too. "A fresh start can lift you up," says Barbara Rutt, pastoral care manager. "We experienced a lot of change in 2009—at work and in the world. Now's the time to reframe the way you feel about it."

To help our colleagues do just that, the pastoral care team examined the impact of our health network's System for Partners in Performance Improvement (SPPI). "Our colleagues come to us for support, so we needed to understand what they were going through and how they felt," Rutt says. "We learned change is hard, but most people find relief knowing they're helping patients by providing higher quality, more efficient care." In other words, colleagues reframe how they feel about the changes affecting their daily work. Here's how we're doing it:

Lehigh Neurology reduces patient backlog

Our third value stream is improving access to Lehigh Valley Physician Group (LVPG) practices. Leading the charge is Lehigh Neurology. "First, we looked at how to help new patients get appointments quickly," says practice manager Terry O'Neil. The practice had an appointment backlog of close to 500 new patients. They streamlined the referral process—working closely with other LVPG practices—and found a more efficient way to triage new patient intake.

A warm welcome—Thanks to improved efficiency, (l-r) Chris Schantz and Sharon Shiffer are greeting more people at the Neuroscience Center check-in desk.
forms. Plus, they created a block schedule for physicians, so office staff knows exactly which doctors are available.

To date, they've enjoyed significant improvement, reducing the backlog by 200 patients and accommodating 30 new patients who call daily. "Some of these changes were hard for our staff," O'Neil says. "But the more we involved them, the easier it became. The changes are paying off, so people are now more willing to experiment as we make other changes."

The practice also is working to improve clinical flow, so they're standardizing check-in processes, room setup, test scheduling and check-out processes. They're also working closely with information services colleagues to implement Centricity medical records. This allows clinicians to access information they need about a patient (medical history, imaging results and medication) in one secure, Web-based system. It's a big time-saver for clinicians and more convenient for patients too.

Behavioral Health reduces "no-shows"

A year ago, Michael Kaufmann, M.D., chair of psychiatry, issued a challenge: improve patient flow. In doing so, a cycle of delays that started with no show appointments was uncovered. To be discharged from an inpatient or partial inpatient behavioral health unit, patients need to have a scheduled outpatient appointment. "As high as 40 percent were no-shows," explains Brett Williamson, director of outpatient services for Muhlenberg Behavioral Health. "We had a full patient schedule. When a patient didn't show up, it was a waste of time for our clinicians, plus the patient didn't get necessary follow-up care." Many of these patients ended up in the emergency department—creating yet another challenge for the health network.

To find out why patients missed appointments, colleagues went to the Gemba (this time it was the patients), then worked to fix things they could control. For example, when they learned patients were anxious about their first outpatient appointments, they made phone calls to patients describing what to expect, where to go and where to park. During the call they remind patients of the appointment date and time. "When we make voice-to-voice contact, patients arrive at their appointments 94 percent of the time," Williamson says.

Colleagues also are working to reduce the length of time between inpatient discharge and the first outpatient appointment. Plus, they're planning to make scripted, follow-up discharge phone calls to see how patients are doing and remind them about the importance of the outpatient appointment. "It’s been a year, and we've seen a big improvement," Williamson says.

—Amy Koch
You've heard them all before—excuses for why it's difficult to eat healthy at work. "Packing a healthy lunch is inconvenient." "I don't have time to eat a good meal." "Healthy foods taste terrible." "I don't know how to eat healthy."

You no longer have an excuse. "We made it easy to find healthy foods in our cafeterias," says Kimberly Procaccino, nutrition director for Sodexo, the company that provides food services for our health network.

A perfect fit with Well U. (our program that helps you practice wellness at work and home), Sodexo's Wellness & You! program helps you make healthy dining decisions. "We have a variety of delicious and healthy menu options developed by our executive chefs," says Michael Antolini, Sodexo's retail general manager. "We also have labels that help you identify the healthiest foods and drinks, and educational materials available throughout the cafeteria."

Here is what you should look for in the cafeteria to ensure you're powering your body with the healthiest foods.

**Healthy Choices at All Cafeterias**

While Lehigh Valley Hospital–Cedar Crest's cafeteria (the largest in the health network) has the widest variety of healthy food selections, the Wellness & You! choices are available at all of our cafeterias. That means you can eat a healthy, tasty meal no matter where you are in our health network.

**Search for signage**

You'll see icons on menu boards and on stickers attached to foods throughout the cafeteria. Here's what they mean:

- Identifies foods that meet the Wellness & You! criteria for calories, fat, cholesterol, sodium, saturated fat and trans fat.
- Identifies vegetarian items (no animal products).

**Grab and go**

Don't have time for a sit-down meal? No worries. Everything in this section meets wellness criteria and is packaged in convenient containers. You'll find juices, fruit, salads, yogurt, and scrumptious meals like hummus with garlic lemon chicken.
Enjoy an entrée
Pork tenderloin with raspberry sauce, grilled tuna with avocado salsa and roasted turkey with mushrooms are examples of hot and healthy dishes offered here. One is available daily at a cost of $5.49, which includes a vegetable, starch and bottle of water. There's also day-to-day variety. The meal served today won't be served again until five weeks from now. With ingredients and nutritional information listed right on the menu, you know you're eating healthy. While you're here, grab a brochure that contains tips for eating healthy away from home. Chances are you'll love each of the 25 meals. But if you don't, order a healthy veggie burger or grilled chicken sandwich nearby at The Grill.

Saunter up to the salad bar
Think there's no such thing as an unhealthy salad? Think again. Adding too much cheese, oils, egg and dressing to your greens is a no-no. That's why signs are posted on the bar to remind you of the items to avoid when making your salad. Not in the mood for salad? Try the vegetarian chili or the two low-sodium soups available every day. The ingredients and nutritional information are listed right next to the ladle. Plus, you can save money with the daily "small soup and half sandwich" special.

Walk to the wellness bar
Want something different? This station alternates between Mediterranean and Arabic food choices. The Mediterranean menu features shrimp, asparagus, almond-stuffed olives, onions, mushrooms, peppers and greens. You'll also love the Arabic options which include lemon garlic chicken, hummus, feta cheese, olives and more. If sushi is more your style, the nearby sushi bar offers a wide variety of rolls and flavors.

—Rick Martuscelli
Can you imagine not being able to say a final goodbye to someone you love? Amy Shofran, R.N., didn’t have to imagine. The prospect was very real for a patient named John.*

When Shofran, then a floating case manager, met him last August while covering a shift for a colleague, John had been in the hospital almost a week with an infection from an earlier hip replacement and complications from multiple sclerosis. At the same time, John’s wife, Ruth,* suffered from end-stage pancreatic cancer and was in a hospice facility near their home in the Wilkes-Barre area. The couple hadn’t spoken since John’s admission.

“John was very ill and completely bedridden,” Shofran says. Getting them together physically was not an option. So colleagues on John’s unit came up with an idea: Why not arrange a videoconference in time for the couple to say goodbye? “I had no idea how to do it,” Shofran says, “but I said I’d find out.”

Though it was already late in the day, Shofran immediately called information services (I/S) and began tracking down administrators at Ruth’s hospice facility. “Ruth was not doing well,” Shofran says. “We were definitely under a time crunch.” The next morning, she came in an hour early to get a jump on arrangements she hoped to complete around midday.

“Amy really went above and beyond in understanding the patient’s needs and finding resources,” says Nancy O’Connor, a business operations director in I/S and telehealth. O’Connor had a suggestion: Try a telehealth “George” unit, which uses video and audio to let people communicate between distant points. “The technology typically is used to provide clinical services, educational programming and quick access to remote sign language interpreters,” says Joseph Tracy, vice president of telehealth services. “But the equipment also can be used for any type of videoconferencing.”

Just one problem: “The other location had no technology to communicate with us from patients’ rooms,” says AV services subject matter expert Bruce Bobo. No computers at the hospice were equipped with cameras, so an administrator in Wilkes-Barre brought in a personal laptop from home.

With the help of a wireless phone card in the laptop, Bobo walked hospice administrators through a download process that installed software they needed to turn it into a videoconferencing unit capable of calling the telehealth equipment. “A lot of little problems had to be solved,” Shofran says. “We never could have done it without I/S and telehealth.”

Finally, around 1 p.m., all the arrangements were in place. John’s roommate was moved to another room so the conversation could be more private. As the team of caregivers and technical support people looked on, the screens lit up, and the couple’s images came to life. Ruth was so ill she was no longer able to speak.

“The fact that they could view each other made a huge difference,” Shofran says.
"She clearly knew it was him." When John spoke, he could see Ruth's demeanor change. She smiled and became more alert. John told Ruth that he loved her, and that she looked beautiful. "And despite being ill, she looked radiant," Shofran says. About a week later, Ruth passed away.

"It was heartbreaking, but we all felt a sense of accomplishment that the teleconference worked as well as it did for them," Shofran says. In the weeks after Ruth's death, a card arrived from her family. "They wrote to say they really appreciated what we did," Bobo says.

*The patients' names have been changed to protect their privacy.

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They're Our Service Stars!

Congratulations to (bottom, l-r) Bruce Bobo, Mike Cirillo, Daniel Rivera, Nancy O'Connor, Joumana DeSantiago, Amy Shofran, R.N., and the 6B staff (left). Their combined efforts helped this family say goodbye—and earned them this month's Service Star award.

Congratulations to Award Nominees

Noreen Schneck, dosimetrist, radiation oncology
Marilyn Wenmore, lab technologist, HLA Lab
Michelle Waitz-Lynch, Debbia Chabak, Brian Tzik, rehab services
Caroline Robert deMassy, patient transporter
Hematology-Oncology Associates care team,
Mary Greenberg, practice manager,
Natalie Lautenslager, administrative secretary
and Roseanne Lautenslager, administrative secretary, Cancer Center

Things to remember when nominating a Service Star:

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

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

Stephen Klasko, M.D., joins our board to help us create tomorrow’s doctors

What do the doctors of the future need to know? Stephen Klasko, M.D., wants everyone’s opinion. As chief executive officer of USF Health, Dean of the College of Medicine at University of South Florida and Lehigh Valley Health Network’s newest trustee, Klasko plays an integral role as his university and our health network begin a partnership to educate a new generation of physicians.

"By sharing ideas, we have an opportunity to mold tomorrow’s doctors," he says. "We want doctors to graduate from our program excited about the changes in health care because they have the skills needed to succeed."

Klasko has a long history with our health network. He completed his residency here, and formerly served as obstetrics and gynecology chair and Lehigh Valley Physician Group president. He believes it's not ironic to again be associated with our health network. "Even if I didn't know Lehigh Valley Health Network, I would have searched the nation's best hospitals for the pursuit of excellence, focus on quality and safety, and talent USF was seeking," he says. "I would have wound up at Lehigh Valley Health Network anyway."

The partnership is well under way. The program has received support from the Liaison Committee on Medical Education (LCME), the body that accredits medical education programs. We're conducting a national search to find the associate dean for the Lehigh Valley Health Network campus by July. We're also engaging and recruiting local students. The first class will begin at USF in 2011. After two years in Tampa, they'll come here for their final two years. "This medical school will be unique in many ways and will attract some of the best students in the country," Klasko says.

We're also developing curriculum, defining admissions criteria and determining what skills graduates will need to meet the future needs of our community. One skill they'll certainly possess is the ability to work as members of a team.

USF Health also provides education in nursing, public health, biomedical sciences, physical therapy and rehabilitation. "No matter what our students are studying, they all wear the same logo and share an understanding that to improve the health of the community, they need to work collaboratively," Klasko says. "It helps them understand that being competitive or working autonomously isn't the way to provide the best care."

Klasko calls his new team, our Board of Trustees, "incredibly impressive." He looks forward to learning from his fellow trustees and sharing his experience to move the health network forward. "I don't put my time into things I'm not passionate about," he says. "In fact, we teach our medical students the importance of passion." It's what makes USF and Lehigh Valley Health Network "perfect partners."

—Rick Marruscelli
1 We protected nearly 15,000 community members from seasonal flu. Each year, Lehigh Valley Health Network distributes thousands of free seasonal flu shots at large-scale clinics. This year’s clinics met with the biggest response yet. In one weekend, colleagues distributed nearly 15,000 seasonal flu vaccines at Allentown’s Dorney Park and Coca-Cola Park. See page 13 to learn how we kept our community informed about these clinics.

2 We’re vaccinating high-risk populations for H1N1. While seasonal flu is always a focus, this year the H1N1 virus (swine flu) also is in the news. We received our initial shipment of H1N1 vaccine in late October and immediately began vaccinating high-risk patients and colleagues in the hospital and at physicians’ practices. The high-risk groups eligible for the H1N1 vaccine, established by the Centers for Disease Control and Prevention (CDC), are:

- Pregnant women
- People who live with or care for children younger than 6 months
- People between the ages of 6 months and 24 years
- People ages 25-64 at high risk due to chronic health disorders or compromised immune systems
- Health care workers and emergency management personnel

3 You can prevent the spread of H1N1. “Preventing H1N1 means taking the same precautions you would at any time to ward off infection,” says infectious disease specialist Luther Rhodes, M.D. That includes:

- Practicing hand hygiene—Wash hands frequently with soap and water or utilize alcohol-based waterless hand sanitizers.
- Practicing cough etiquette—Cover coughs and sneezes with tissues, or use a shoulder or crook of the elbow. Throw away the tissue in the trash after use, and wash hands.
- Practicing social distancing if you are ill—If you are experiencing flu-like symptoms, stay home from work or school and limit your contact with others, including family members, to keep from infecting them. If you contract a flu-like illness, the CDC recommends that you stay home until 24 hours after fever subsides without use of medication.
- Seeking medical attention—if you are ill with flu-like symptoms, contact your family physician. The majority of people recover with rest and fluids. However, if you or a family member experiences shortness of breath or chest pain, seek emergency care.

4 You and your loved ones can still be protected from seasonal and H1N1 influenza. If you need a seasonal or H1N1 vaccine and you’re a health network colleague, you can receive one at employee health (while supplies last) during walk-in hours. If your family member, friend or neighbor needs a seasonal or H1N1 vaccine, he or she should contact their physicians’ office or visit the Pennsylvania H1N1 Web site at h1n1inpa.com for vaccine availability.

5 You also can stay informed. Our health network’s Web site includes a section (lvhn.org/influenza) dedicated to H1N1 and seasonal influenza. It’s regularly updated with the most recent information. You can also get updates on e-mail and the intranet (lvh.com).

—Kyle Hardner
We Are Smoke-Free—Inside and Outside

Three years ago, we committed to being smoke-free—inside and outside—for our health and that of our patients and guests. Unfortunately, we are noticing an increase in the number of people smoking on health network properties. We need your help spreading the smoke-free word.

If you see someone smoking on property owned or leased by the health network, please take a minute to talk to him or her. Introduce yourself and identify yourself as an employee. Remind him that we are a totally smoke-free organization—indoors and outdoors—and smoking is not allowed anywhere on our property for the health of our patients and guests.

Of course, this news doesn’t always generate a friendly response. Don’t let it deter you. Keep the following in mind: Keep your name badge visible, smile, make eye contact and thank people for their cooperation.

R&R Spotlight

Who wouldn’t want to be Superstar of the Month? Colleagues at Lehigh Valley Infectious Disease Specialists strive for the recognition. Angie Goida, L.P.N. (left), Lisa Seagan and other members of the department’s Reward and Recognition (R&R) committee developed the program, which honors colleagues who go beyond what’s expected to serve a patient or colleague. Every month, colleagues submit written nominations by explaining why their nominee deserves to be Superstar. The colleague with the most nominations at the end of the month is honored at a gathering and receives a commemorative certificate. Colleagues in the department agree that the program helps them get to know each other better while boosting self-esteem.

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

LVPG

Do you know someone who needs an ophthalmologist? Vision Specialists of the Lehigh Valley is part of Lehigh Valley Physician Group. Home to two ophthalmologists, Avani Shah, M.D., and Christine Saad, M.D., the practice offers comprehensive medical and surgical eye care and state-of-the-art treatment for eye diseases, disorders and injuries. The practice is located next to Lehigh Valley Hospital—17th Street in the Allentown Medical Center building.

Neurosurgery

Neurosurgeon Chris Lycette, M.D., was the first in the world to use a new tiny metallic plate with two screws, instead of the usual four, during cervical fusion surgery. The advantages of the new plate include minimized trauma to the neck, less irritation of the esophagus, shorter surgical time and ease of use for the surgeon.
The Buzz in Our Community

Communicating a Last-Minute Change

Our community seasonal flu clinic at Allentown's Dorney Park was so successful, we needed to make changes for the scheduled clinic the next day at Coca-Cola Park. Our supply of seasonal flu vaccine was running low, meaning the hours at Coca-Cola Park would need to be shortened. Media relations worked with infection control to spread the word to local media outlets and our community. The Morning Call, The Express-Times and 69 News (WFMZ-TV) ran the announcement.

Other headline-makers:

- Operating room nurse Jill Rothermel, R.N., was featured in The Reading Eagle for organizing a blood drive at the Blandon Fire Co.

- Director of breast imaging Kenneth Harris, M.D., was featured in a Morning Call opinion-editorial about the health network's response to new mammogram guidelines.


- The Express-Times and 69 News covered a Greater Lehigh Valley Chamber of Commerce event where president and chief executive officer Elliot Sussman, M.D., commented on the health care reform bill.

- The Morning Call, The Express-Times and 69 News covered our infectious disease specialists' Da Vinci Science Center talks about H1N1.

-Matthew Burns

People who suffer an on-the-job burn injury have immediate access to our Regional Burn Center through TeleBurn. Available at HealthWorks locations in Allentown, Bethlehem, Bethlehem Township and Trexlertown, TeleBurn allows HealthWorks caregivers to upload photos of patients' burn injuries to a secure Web site. Our specialists review them and provide phone consultation to determine the best treatment, which may include care in our Burn Center.

Do you know someone recently diagnosed with cancer? Lehigh Valley Health Network doctors give second opinions on all types of cancers. A second opinion offers peace of mind before treatment begins. For any second opinion, call 877-722-HOPE (4673) or 610-402-CARE.

Heart Help for Women can help you reduce stress. On Feb. 5, National Wear Red Day, you, your family and friends are invited to a free event where cardiologists and behavioral health experts will discuss the relationship between stress and heart health. The event will be held at Lehigh Valley Hospital–Cedar Crest and Muhlenberg, 6-7:30 p.m. Call 610-402-CARE to register.
1. **One of America's '10 Best Hospitals'**—President and chief executive officer Elliot J. Sussman, M.D. (left), shows Board chairman J.B. Reilly Penumbra, a state-of-the-art device used to treat complex brain conditions. Such technology is one reason why Lehigh Valley Health Network is listed on two national quality rankings. *Becker's Hospital Review*, a leading business and legal health care publication, recently named the health network as one of the 10 Best Hospitals in America for 2009. Our health network also is one of 37 general hospitals—and the only one in Pennsylvania—recognized by The Leapfrog Group for quality and patient safety.

2. **He's a hero**—IronPigs mascot Ferrous is a hero to Zachary, 9. The boy himself is a hero to his grandmother and pets, whom he herded to safety when their home caught fire recently. Zachary's mom, Melissa Wimer, is a longtime health network colleague. When her home burned down due to an electrical fire, Lehigh Valley Hospital-Muhlenberg colleagues rallied to help Wimer and her family get back on their feet. They arranged this visit with Ferrous too, and put a smile back on Zachary's face.

3. **Bienvenidos**—Patients and visitors to Lehigh Valley Physicians Practice now are greeted by a hearty “Welcome” in many different languages. This mural, the work of local artists Michele Strader, Yasmin Arastu, Rachel Winchester, Carol Zimmerman and Nathan Marzen, recently was installed in the hallway of our internal medicine community practice. Inside the practice, patients can see “Los Continentes” — a series of artworks depicting different continents. “This artwork lets every person know he or she is welcome here,” says case manager Cindy Atamian, leader of the mural project.

4. **Transformation on display**—Electronic medical records make care more convenient. That's what Francis Staffieri of Bethlehem (right) learned from pediatrician Donald Levick, M.D., at our Health Expo and Annual Meeting. More than 400 community members learned how we're transforming health care when they toured our dental van and visited displays that showcased innovations in cancer, neuroscience, trauma, burn, heart, women's, pediatric and primary care. Folks even learned how to follow us on Facebook.

**Read more** PRIDE in Our People at lvhn.org/checkup.
Schedule
For more details on classes (including times, locations and costs), call 610-402-CARE or visit lvhn.org/checkup.

Culture of Wellness
Starting Jan. 4 and 6 –
Cardio Kickbox
Starting Jan. 4 and 7 –
Relaxing Yoga
Jan. 5 – Fit to Be a Mom
Jan. 6 – Car Seat Check
Starting Jan. 6 – Discover
Relaxation Within
Starting Jan. 5 and 7 –
Aqua-New
Starting Jan. 11, 12 and 15 –
Belly Dancing Intro
Jan. 12 – Becoming Mom and
Dad New Parent Workshop
Starting Jan. 11 and 15 – Belly
Dancing Level II
Starting Jan. 12 – Belly
Dance Elite
Jan. 14 – Pregnancy 101
Jan. 15 – Keep Fit and Stay
Healthy—Body Composition
Screening
Jan. 19 – Healthy Hands
and Nails
Jan. 19 – Mindful Parenting
Jan. 21 – Car Seat Check
Jan. 25 – Parent Workshop
"Survivors Guide to the
Teen Years"
Jan. 29 – CPR Family
and Friends
Benefits
Refer a Physician, Earn $500
Special Events
Jan. 19, 20 21 – VALIC
Retirement Strategies for Women
Jan. 18 – Myth Busters: Plastic
Surgery Fact and Fiction
April 24 – Grease at
Hershey Theatre
June 13 and 14 – Hamptons
Contact Gail Keiner for
information
Employee Discounts –
Clover Farms at the Allentown
Fairgrounds—buy one meat
pack, get $40 off the second
pack.

Lawson Has
Replaced PeopleSoft
These educational sessions will help you use it effectively
Sessions for colleagues and managers who formerly approved
and used paper time sheets:
Lehigh Valley Hospital—Cedar Crest
Fri., Jan. 8, 2 – 4 p.m.; Computer Lab 2
Mon., Jan. 18, 8 – 10 a.m.; Computer Lab 1
Lehigh Valley Hospital—17th Street
Mon., Jan. 4, 8 – 10 a.m.; Conference Room B
Thu., Jan. 21, 2 – 4 p.m.; Conference Room B
Lehigh Valley Hospital—Muhlenberg
Fri., Jan. 22, 2 – 4 p.m.; I/S Training Room

Sessions for managers who complete Personnel Action
Forms (PAF):
Lehigh Valley Hospital—Cedar Crest
Fri., Jan. 8, 8 – 9:30 a.m.; Computer Lab 2
Thu., Jan. 14, 3 – 4:30 p.m.; Computer Lab 2
Fri., Jan. 22, 8 – 9:30 a.m.; Computer Lab 1
Lehigh Valley Hospital—Muhlenberg
Mon., Jan. 18, 3 – 4:30 p.m.; I/S Training Room
Wed., Jan. 20, 3 – 4:30 p.m.; I/S Training Room
Wed., Jan. 27, 3 – 4:30 p.m.; I/S Training Room

Learn About Our Transformation
As our nation discusses health care reform, Lehigh
Valley Health Network already is transforming.
In our hospitals, doctors' offices, laboratories—
throughout our entire health network—we are
finding new efficiencies daily. We are pioneering
new ways to teach tomorrow's medical professionals
and leaders, and we are reaching out to our
community in new and dynamic ways.

You can learn more about our transformation in the
2009 Community Annual Report. Inside you'll read:
• How Lehigh Valley Health Network is
transforming the way it delivers care
• Inspiring stories of colleagues and local people
• Details about our $181 million community
service investment

To get your copy of the Community Annual
Report, call 610-402-CARE. If you'd rather view
it online, visit lvhn.org/transform. There, you also
can see excerpts from the 2009 Community Annual
Meeting remarks by president and chief executive
officer Elliot Sussman, M.D.