

# CHECK UP

Dr. C.D. Schaeffer  
**LEHIGH VALLEY**  
**HOSPITAL**  
AND HEALTH NETWORK

FEBRUARY 2004

## Love AT FIRST FLIGHT

Chris and Donna Hendricks tell  
their love story on pages 6 and 7.



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- C.D. Schaeffer Was a 'Quiet Giant'
- They Hear Your Side
- A Health Coach Gives You Tools

focus on  
**PRIDE**

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# 'I Was Simply Amazed!'

Who said that? JCAHO surveyors did.

Last month, we completed a visit from JCAHO. For two weeks, seven surveyors peeked under our covers, around our corners and inside our patients' homes at everything we do. Yes, we passed our survey with flying colors, scoring in the 90s.

This doesn't happen by itself, and it doesn't happen in other hospitals. You see, these surveyors have been around the country and have kicked the tires of all hospitals, big and small, and were blown away by what we do.

How did we do it? With hard work, attention to fine detail and PRIDE every single day from every single person—from the members of our medical and nursing staffs to the people who deliver the food, clean the floors and greet our patients. You care about a safe environment for our patients, and you speak up to identify issues and concerns, without fear of raising those concerns, and that creates respect in our culture and exceptional care in our community.

Consider that a survey was done off-hours and unannounced during the busiest day of the year—there was a record number of admissions in the emergency department and operating room at LVH-Cedar Crest—and they were wowed by how we responded.

Consider that they followed a trauma patient through his treatment and interviewed everybody who cared for that patient, and were awestruck by the talent and level of communication and coordination among the caregivers. Everybody remembered the patient, was familiar with the work of colleagues and was open, respectful and thoughtful,—there was no hierarchy and demeaning behavior seen in other hospitals.

The surveyors observed what we deliver: great care for the patient. They told us that every day in our daily briefings. Just take a look at a sampling of the comments from the surveyors...

*"I've had a difficult year with some family illnesses and interacted with a number of Philly hospitals. I wish my family members all lived closer to you...for the technology, people and caring."*

*"Great team...enthusiastic about the care you give."*

*"Very impressive."*

In addition, all said they would come to our hospital for care.

And now that the surveyors are gone, we continue to deliver the same exceptional level of care. That's the way it should be, and that's why JCAHO will focus on unannounced visits after Jan. 1. There's a great deal of anxiety from other hospitals around the country, and while we may not be perfect (there's always room for improvement), I don't lose sleep that JCAHO can come here at any time on any day of the year...because your attention to a clean, safe and respectful environment is the hallmark of what we do all day, every day, whether you're the doctor, nurse, housekeeper, secretary, food server or greeter.

**Thank you for the way you care!**

Lou Liehaber, Chief Operating Officer

# Someone to Watch Over Me



Nurses like Wanda Perich, R.N., will have time for hands on care with patients because of electronic tracking and charting, part of the tele-intensivist program.

## High tech and *high touch* combine in a dynamic new ICU program

It was one of those days to test the mettle of even the best intensive care nurse. With six newly admitted trauma patients, the trauma-neuro intensive care unit (TNICU) staff was hopping. Meanwhile, Matt Karpowicz, R.N., TNICU, had an elderly patient whose condition suddenly worsened and needed a doctor's quick assessment.

"We sure could have used a tele-intensivist then," Karpowicz says.

Soon, Karpowicz will get his wish. LVHHN is stepping into the future of caring for critically ill patients with a new tele-intensivist program. It will be like having an intensivist keeping an after-hours bedside vigil for up to 50 patients in critical-care beds. The program is getting under way at LVH-Cedar Crest, and all LVHHN's 92 ICU beds should be linked to a tele-intensivist by January 2005.

Leading-edge technology with custom-designed software is the key. Each patient room will have a camera, microphone and

computer that charts respiration levels, lab results, medication orders and nursing assessments. Patient data then is transmitted to an off-site location (the remote ICU or rICU), where tele-intensivists (board-certified medical and surgical intensivists) and nurses collaborate with attending physicians and staff. A two-way audio-visual system in a private conference room lets families speak with the tele-intensivist.

"It's like another pair of eyes for bedside caregivers," says Kathy Baker, R.N., tele-intensivist program manager. "If a nurse has to be in one patient's room but wants another patient closely watched, the tele-intensivist can monitor that patient until the nurse returns."

Complications can be reduced, and critical changes can be detected sooner, possibly offsetting a life-threatening situation, says Stephen Matchett, M.D., chief, critical care medicine, and one of the program's visionary leaders. "This doesn't replace

people at the bedside, but it will improve patient outcomes, job satisfaction for nursing staff and give an added comfort to families, especially at night, when there's no intensivist on site," says Matchett.

Nursing staff on the TNICU and medical-surgical intensive care units (MICU/SICU) is learning to make the transition from time-consuming paper charting—which can take up to four hours in a 12-hour shift—to entering patient data into computerized electronic flow sheets.

Jeremy Benninger, R.N., MICU/SICU, is all for that. "Instead of charting, I'll be able to spend time with my patients and their families explaining conditions and answering their questions in easily understood medical terms," Benninger says. "It's a win-win for everyone."

*Elizabeth McDonald*



# 'He Was a

C.D. Schaeffer, M.D.  
1920 – 2003

When C.D. Schaeffer, M.D., was just a boy in the 1930s, he and his father would load instruments onto the family farm's pickup truck and road trip around the community with friends.

"We would stop at all the hospital board members' homes and play a selection to conjure up support for the hospital," Schaeffer recalled in a 1999 interview. "We had a whole band—violins, trombones, and I played the coronet. Boy, we had good times."

This was only the beginning of Schaeffer's lifetime of support to the hospital. He later served on the medical staff for 50 years, and today, colleagues remember Schaeffer, who passed away at age 83 on Dec. 7, as an educator, surgeon and most of all, devoted friend.

"C.D. taught me what it means to be a doctor, that a patient's needs and wishes always come first—but he also taught what it means to be friend," says Charles Scagliotti, M.D., a resident under Schaeffer's tutelage in the 1970s. "When my wife and I were newly married and in our first house, we were short on a few necessary items. Suddenly, just when the grass started to overgrow, C.D. drove up with a new lawnmower."

That was the spirit of the Schaeffer family, their legacy dating back to 1899 when cousin C.D. Schaeffer, M.D., became a trustee and the first chief surgeon at Allentown Hospital. His partner was the younger C.D.'s "Pop," Robert Schaeffer, M.D., endearingly known as "Dr. Bob" throughout the Lehigh Valley.

As the saying goes, "the apple doesn't fall far from the tree." The younger C.D. went on to become chief of surgery and thoracic surgery and medical staff president.



1923



1899

## Legacy of the Schaeffer Family...

1920

The younger C.D. is born to Dr. Bob and his wife, Millie.

1923

The older C.D. passes away.

1951

C.D. goes into practice with his father, Dr. Bob.

1899

The older C.D. Schaeffer, M.D., becomes the first chief surgeon and later takes over Allentown's reigns when the mayor becomes ill.

1918

C.D. and his cousin, Robert "Dr. Bob" Schaeffer, care for the community through the flu epidemic, making house calls until 3 a.m.

1923

Dr. Bob becomes chief of staff and serves for almost 40 years. He's known for riding his horse at Allentown Fairgrounds every day before surgery.

1945

The younger C.D. Schaeffer, M.D., graduates from the University of Pennsylvania Medical School and becomes a resident at Allentown Hospital.

1947

C.D. and Allentown Hospital Auxiliary member Sallie Koch begin their 57 years of marriage. They later raise two children, Charles D. and Susan, who become physicians.

1952

C.D.'s older sister, Frances Schaeffer, M.D., becomes chief of obstetrics and gynecology, and begins one of the nation's first residency programs for the specialty.

# Quiet Giant'

## Remembering C.D. Schaeffer and the 'good ol' days'

"It was an understatement to say his patients loved him," Scagliotti says. "His office was often overflowing with cards and baked goods as gifts of respect and gratitude."

Schaeffer's patients inspired him to always take care to the next level. He was instrumental in developing a strong surgery residency program and was on the team that performed the first emergency heart surgery here. The patient was a woman who was stabbed in the chest. "The surgery was intense, but it's the chance we had to take," Schaeffer recalled in 1999. "And by God, we saved her life."

Bernadette Kratzer, R.N., former operating room nurse, remembers Schaeffer as a "quiet giant." "He was an excellent surgeon and a good man," she says. "He was always whistling and singing Hello Dolly, and doing needlework for his friends and patients," a hobby that kept his surgical skills sharp.

You could say the hospital was his life. He even met his wife, Sallie, here, who was working in a pathologist's office. "I was Christmas caroling at his relatives' home one day and saw his photograph on the mantle," Sallie Schaeffer recalled in 1999. "I couldn't help but ask 'Who is that?' Little did I know..."

A marriage of love and partnership ensued. While Sallie and C.D.'s mother collaborated as members of Allentown Hospital Auxiliary, C.D. worked diligently in the OR and the boardroom. "No one loved our hospital more than C.D. Schaeffer," Scagliotti says. "Without him, it would not be what it is today. He will be greatly missed."

*Pamela Maurer*



In the above photo, the late C.D. Schaeffer (back row, leaning) was taught by his father (seated center) during his residency.

In the photo at right, C.D. (fourth from left) is shown with his parents, Dr. Robert Schaeffer (far right) and Millie Schaeffer (far left), sister, Frances Schaeffer, M.D., and brother, Robert L. Schaeffer Jr., Ph.D.



**1963**

Frances is the first woman to become medical staff president.

**1978**

C.D. becomes medical staff president.

**1985**

Residents recognize C.D. as teacher of the year.

**1965**

Dr. Bob passes away. People remember his compassion—during hard times, he would treat many patients for no cost or a bag of potatoes from their farms.

**1968**

Despite losing her right hand, Frances uses special gloves to continue caring for women.

**1979**

C.D. becomes chief of surgery and thoracic surgery, having performed the first emergency open heart surgery many years earlier.

**1983**

Hospital administrator Darryl Lipman, C.D.'s mother, Millie (an Auxiliary member), and C.D. celebrate the opening of 17th and Chew's tower, attached to the Robert Schaeffer wing that opened in 1961.

**1991**

Frances Schaeffer passes away.

**2003**

C.D. Schaeffer passes away.



# Just

## A MedEvac paramedic and NICU nurse are in love and flying high

Heart-shaped tubs and champagne-glass Jacuzzis are the typical draw for Pocono honeymooners. But for newlyweds Chris and Donna Hendricks, R.N., the lure was an emergency medical services (EMS) conference at Pocono Manor.

"It was fun because we knew a lot of people," says Chris, a MedEvac and City of Allentown paramedic. "We kept looking at each other and saying, 'Hey, we're married!'"

The couple met five years ago when they were both running with the Upper Perkiomen Ambulance squad. A close friendship formed and eventually blossomed into romance. "I knew he was special," says Donna, also a NICU nurse. "He's this big, handsome guy who reminded me of Race Bannon, this cartoon hero from my youth. And there was this wonderful sweetness about him."

Just how sweet was apparent the day he proposed. Donna was attending a family reunion at a cousin's home that served as a backdrop in the 1974 film "The Great Gatsby." Suddenly, Chris appeared, dropped to his knee and gave her a bouquet of pink and yellow gladiolas, identical to the first bouquet he ever gave her.

Not wanting to wait any longer to be married, they stopped several weeks later at City Hall en route to

the conference. Mayor Roy Afflerbach did the honors dressed in a tuxedo ruffled shirt, and Chris and Donna exchanged vows in their EMS uniforms. After being pronounced husband and wife, Chris removed the patch with Donna's maiden name from her uniform and replaced it with her new name: *Donna Hendricks*.

The ceremony came as a surprise to Donna's daughter, Gillian Kurtz, R.N., who also works in NICU and is an emergency medical technician. She thought Chris was receiving an award, but during the elevator ride in City Hall, they sprang the news. Afterward, the three continued to the conference. "I kept telling people I was spending my honeymoon with two women," Chris jokes.

Aside from a mutual love of helicopters and EMS work, the couple shares a passion for helping others. Donna chose a nursing career later in life and graduated from nursing school in October 2002, six months after her daughter graduated. Between volunteering and demanding 12-hour shifts, Chris and Donna somehow manage to find time together.

"We make each moment," Chris says, "better than the last."

Elizabeth McDonald

# Married



Chris Hendricks proposed to Donna Hendricks at the mansion where "The Great Gatsby" was filmed.

"It took me a long time to find him," Donna says, "but I married my best friend."



## ON A WING AND A PRAYER

All Bob Richard could do was watch helplessly as MedEvac lifted off in the Poconos with its precious cargo. On board was his wife, Diane Laurenson, in labor 10 weeks early with the couple's unborn son.

*Diane Laurenson gave birth to her "miracle baby" at age 46, thanks to her angels from the sky, the MedEvac staff: (l-r) MedEvac paramedic Jim Snyder, Bill Trumball, R.N., and pilot Steve Mayberry.*

Laurenson was frightened, her husband left behind because there was no room on the helicopter. Through it all was support from the MedEvac crew. "They were so calm and comforting," Laurenson recalls. "I remember looking up at Bill Trumball and saying, 'Thank God. You have my husband's blue eyes.'"

Those blue eyes smiled back...and Robert Henry Richard was born nine minutes after MedEvac landed. A delicate 3 pounds, 4 ounces, Baby Robert's first perilous weeks were spent in the neonatal intensive care unit. Staff nursed him to health in time for Christmas, and today, Richard and Laurenson celebrate their "miracle baby," named after Laurenson's brother, Robert, a New York City police officer killed in the line of duty 22 years ago.

Baby Robert's birth is a shining note to an unsettling time that began with the World Trade Center tragedy. Richard, a professional choreographer and Laurenson, a former Broadway dancer, moved permanently to their Pocono home. Then Laurenson became pregnant. It seemed so right.

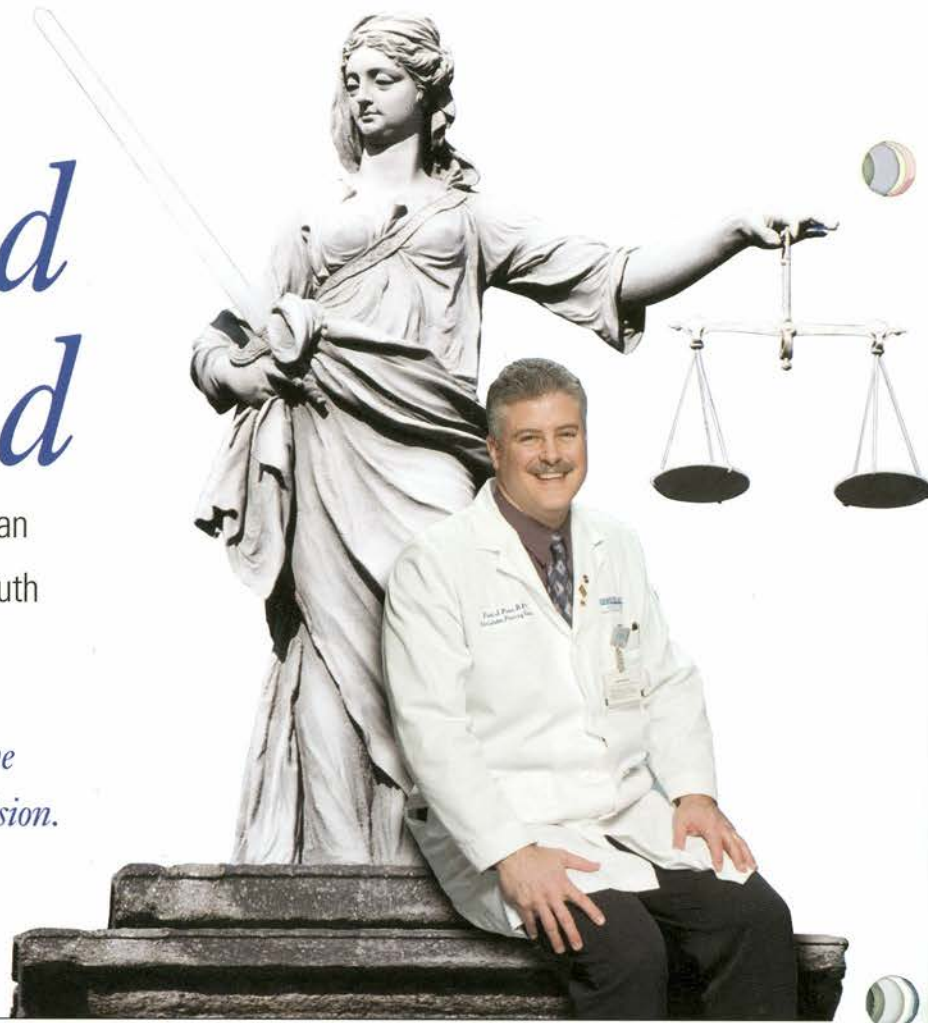
Were it not for the MedEvac "angels" and exceptional NICU care, the couple fears their ending might not have been so happy. "He's a blessed baby," Daddy says. "We're a complete family now."

# Fair and Balanced

If there's a problem in the workplace, an impartial committee aims to find the truth

*"We ask many questions so we have enough information to make a fair decision. We take this very seriously."*

—Fred Pane



When Fred Pane is summoned for "the jury," he sees it as a privilege and a chance to make the workplace better for everybody. He's one of 30 managers chosen on a rotating basis to mediate serious disagreements between an employee and supervisor, and be part of a fair and balanced hearing.

"In many other hospitals, employees can't question their supervisor's decision, and there's no policy to handle the issues," says Pane, pharmacy administrator. "Here, it's a two-way street—the supervisor and employee have a voice."

How does it work? An employee can ask for a hearing if he believes a reprimand, termination, policy, wage or treatment is unfair. But that's only after taking the first two steps—trying to resolve the problem one-on-one with your supervisor and, if that fails, submitting a report to your supervisor's director or vice president. "Most issues are settled if you communicate well with your supervisor," says Maryann Bulishak, employee ombudsman, who assists colleagues through the process. "Document your grievance on paper and detail every event to give your supervisor a full picture."

If you're still unsatisfied, that's when "the jury" studies your case. Human resources arranges a formal hearing before three supervisors

not previously involved. "We receive all the documentation and get to know the issues beforehand," Pane says. "We ask many questions so we have enough information to make a fair decision. We take this very seriously."

After the employee and his supervisor present their sides, the objective managers make a decision and can recommend support, such as Preferred EAP counseling. If an employee is not pleased with the committee's decision, he can request an arbitrator from outside the organization. "But that's only happened once in my 12 years here," Bulishak says.

The process is re-evaluated regularly to ensure fairness. For example, human resources, formerly a management advocate, is now neutral. "Thankfully, grievances don't happen often," Bulishak says, "but when they do, it's important to know that we're here to help you."

**How does your voice make a difference?** Based on employee feedback, human resources policies have been revised. See what's new on the intranet [www.fvb.com/webpublic/brdept/page2.html](http://www.fvb.com/webpublic/brdept/page2.html).

Kyle Hardner

Growing Organizational

# Capacity

## *Discharge by Appointment*

**It's a new concept that takes the whole team**

You make an appointment to see your doctor. So when it comes to discharging a patient, why not schedule that, too?

On 7B, staff members are piloting this innovative concept as another dimension of Growing Organizational Capacity (GOC). They're discovering patients benefit and they do, too.

"Families really like the convenience," says Marie Acero, R.N., case manager, 7B. "And nursing staff can better manage workloads by staggering discharges. It takes a lot of coordination with the whole team, but it's well worth it because patients don't wait as long to be admitted."

Scripted phrases help keep communication clear. And while even the best-laid plans can have glitches

(a patient's ride is delayed or a family member forgets to bring in clothing), hopes are that things go smoothly enough to increase discharges before 11 a.m.

"We won't be able to discharge 100 percent of patients by appointment," says quality and case management administrator Susan Lawrence, who learned about the process at a recent conference. "But with every one we do, we're improving patient flow."

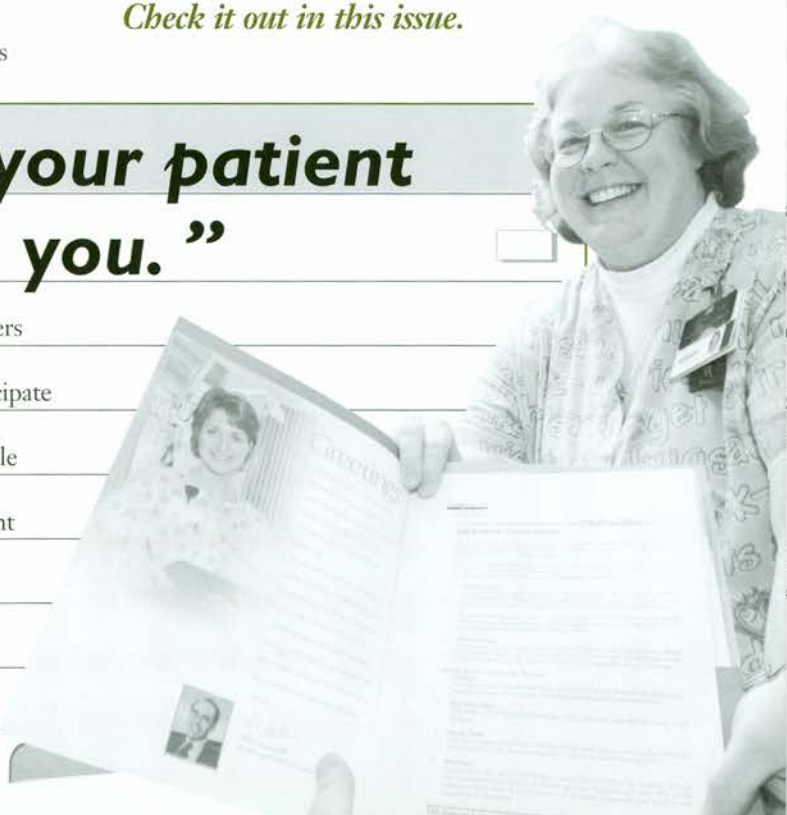
Plans are to evaluate 7B's pilot program for possible expansion to other units. What does the process look like and sound like?

***Check it out in this issue.***

## **"Let me review your patient handbook with you."**

***What It Sounds Like:*** "One of the important papers in the handbook is about your discharge. We anticipate that if all goes well, your case manager can schedule a time and date for your discharge that's convenient for you and your family. We will be discussing possible concerns and needs about your discharge throughout your hospitalization."

—Donna Kalp, R.N., 7B



## “Are these your clothes for going home?”

*What It Sounds Like:* “Our goal is to make your discharge comfortable and timely, which is why we’ll be talking to you about a discharge appointment. Have you had a chance to think about what clothes you’ll need for going home? It also will be helpful if someone takes home your flowers and other personal belongings the day before you’re discharged.”

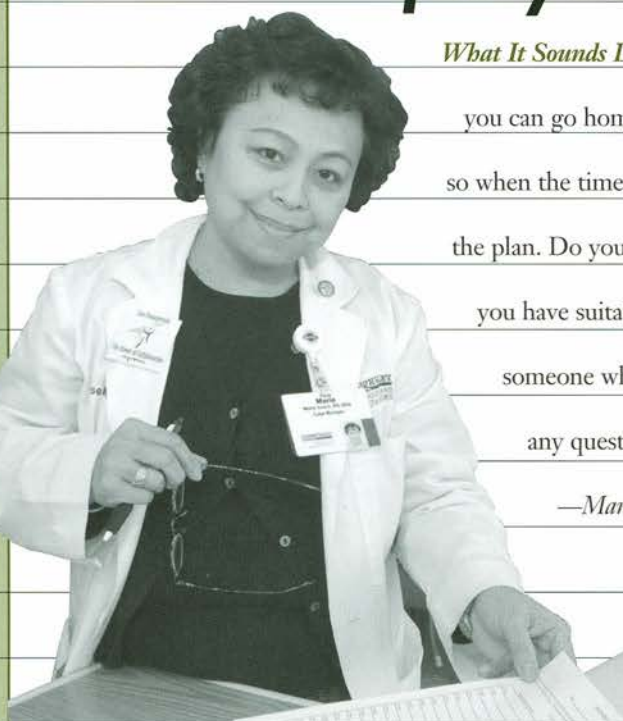
—Amelia Amorium, technical partner



## “I’d like to schedule a time for your discharge.”

*What It Sounds Like:* “Only your doctor can determine when you can go home, but we like to start talking about it early so when the time comes, your doctor and family will know the plan. Do you have someone who can pick you up? Do you have suitable clothing? Is there food in your house or someone who can help you with meals? If you have any questions or concerns, I’m here to help you.”

—Marie Acero, R.N., case manager



## “Good news! You’re going home.”

*What It Sounds Like:* “As we hoped, your condition has stabilized and

you can be discharged as planned. I’m writing instructions for

you to continue your physical therapy and medications at

home.”—*Michael Zager, M.D.*

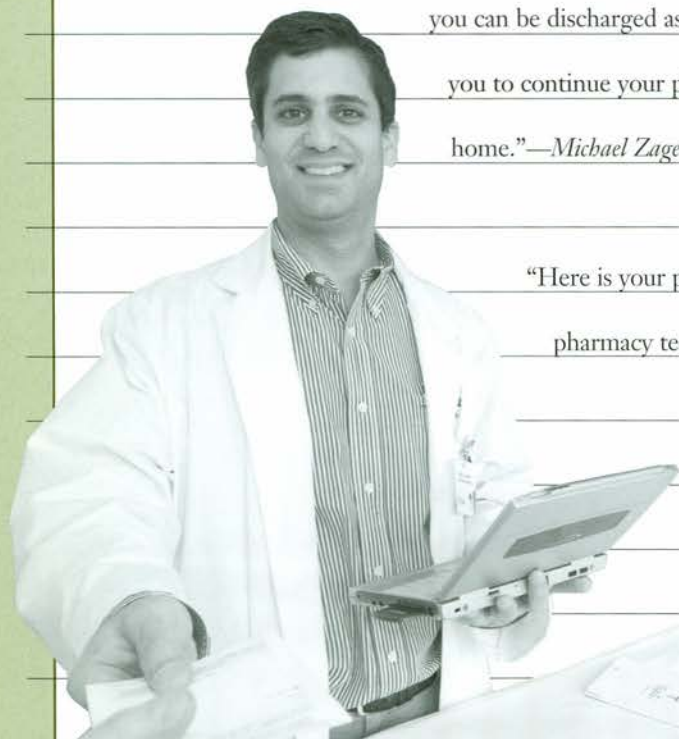
“Here is your prescription. If you’d like it filled here, a

pharmacy technician from Health Spectrum will pick

up your prescription and have it ready

for you when you leave.”

—*Donna Kalp, R.N.*



## “Here are your medications.”

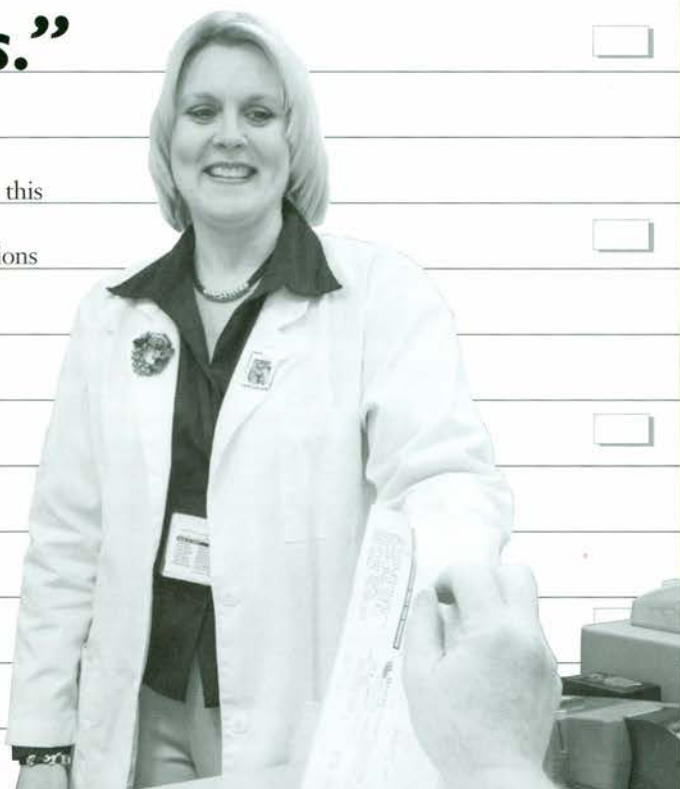
*What It Sounds Like:* “It has been our

pleasure to serve you. I hope you found this

service helpful. Do you have any questions

about your medications?”

—*Pauline Coombe, pharmacy technician*

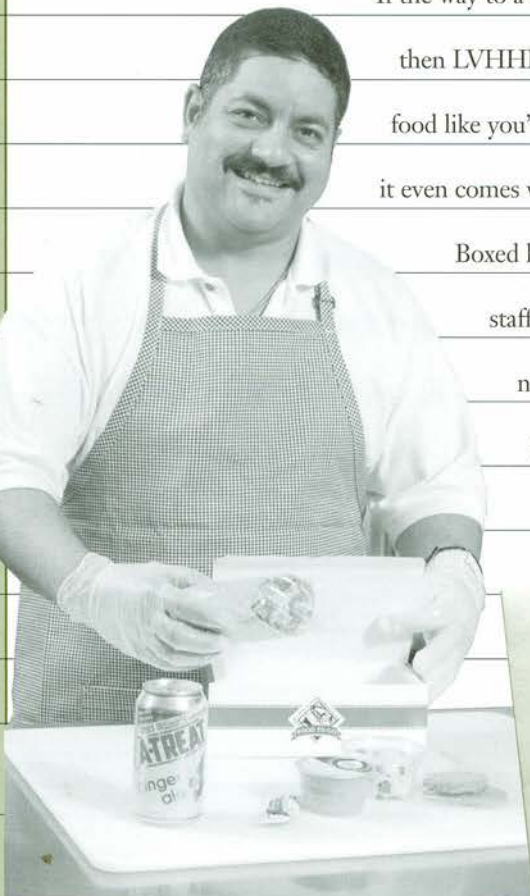


## Make Mine 'To Go'

Boxed meals on 7B help smooth patient discharge

If the way to a man (or woman's) heart is through the stomach, then LVHHN has a roadmap for patient satisfaction. It's fast food like you've never known, the ultimate "happy meal," and it even comes with a handwritten note.

Boxed lunches and dinners, prepared by food services staff and being tested on 7B at LVH—Cedar Crest, not only are delicious and nutritious, they're leaving favorable last impressions and helping grow organizational capacity.



Fernando Santiago prepares fast food LVH-style.



"Caring for our patients doesn't stop when they're discharged," says Kimberly Pettis, director, clinical nutrition. "This boxed meal eliminates the worry for those patients hesitant to go home around lunch or dinner because there's no one to cook for them."

Inside each small cardboard box is a healthy sandwich tortilla wrap of turkey and mozzarella cheese with tri-color lettuce, a side of vegetable pasta, a small cup of applesauce, a diet ginger ale and cookie. Each meal is suitable for a variety of patients with dietary restrictions. "Patients give us excellent feedback about the quality of our food," Pettis says, "and this is one way for us to further extend a positive patient experience."



# got tools?

Through her Choice Plus benefits, Denise Mitchell got *the tools and coaching* she needs to live with diabetes

Kathy Urban (left) of Preferred Health Management guided Denise Mitchell in creating her daily "toolkit."

Give her a computer problem, and Denise Mitchell finds a solution. "I'm like MacGyver," says Mitchell, applications administrator for Spectrum Administrators. "Give me duct tape, and I'll fix it."

But fixing her health wasn't so easy, especially after Mitchell was diagnosed eight months ago with type 2 diabetes, which occurs when either the body doesn't produce enough insulin or is unable to use it effectively.

Mitchell didn't know what tools to use, until she enrolled in the Preferred Health Management program for chronic disease management and was referred to educators from Helwig Health and Diabetes Center, and Preferred EAP. Through a series of Helwig and EAP classes and an assessment and teaching from a nurse, she learned how nutrition, exercise and medication can help control her blood sugars, and how to relieve stress and take time for herself. "I now know that diabetes isn't a death sentence," Mitchell says.

Like Mitchell, LVHHN colleagues and community members fighting diabetes, asthma, hypertension, high cholesterol, congestive heart failure or vascular conditions (like heart attack or stroke) can learn more about their conditions through Preferred Health Management, a Valley Preferred program.

Owned by the Lehigh Valley Physician Hospital Organization (a partnership between LVHHN and the Greater Lehigh Valley Independent Practice Association), Valley Preferred collaborates

with more than 100 third party administrators and 16 insurers to provide health plans for more than 100,000 people in the Lehigh Valley.

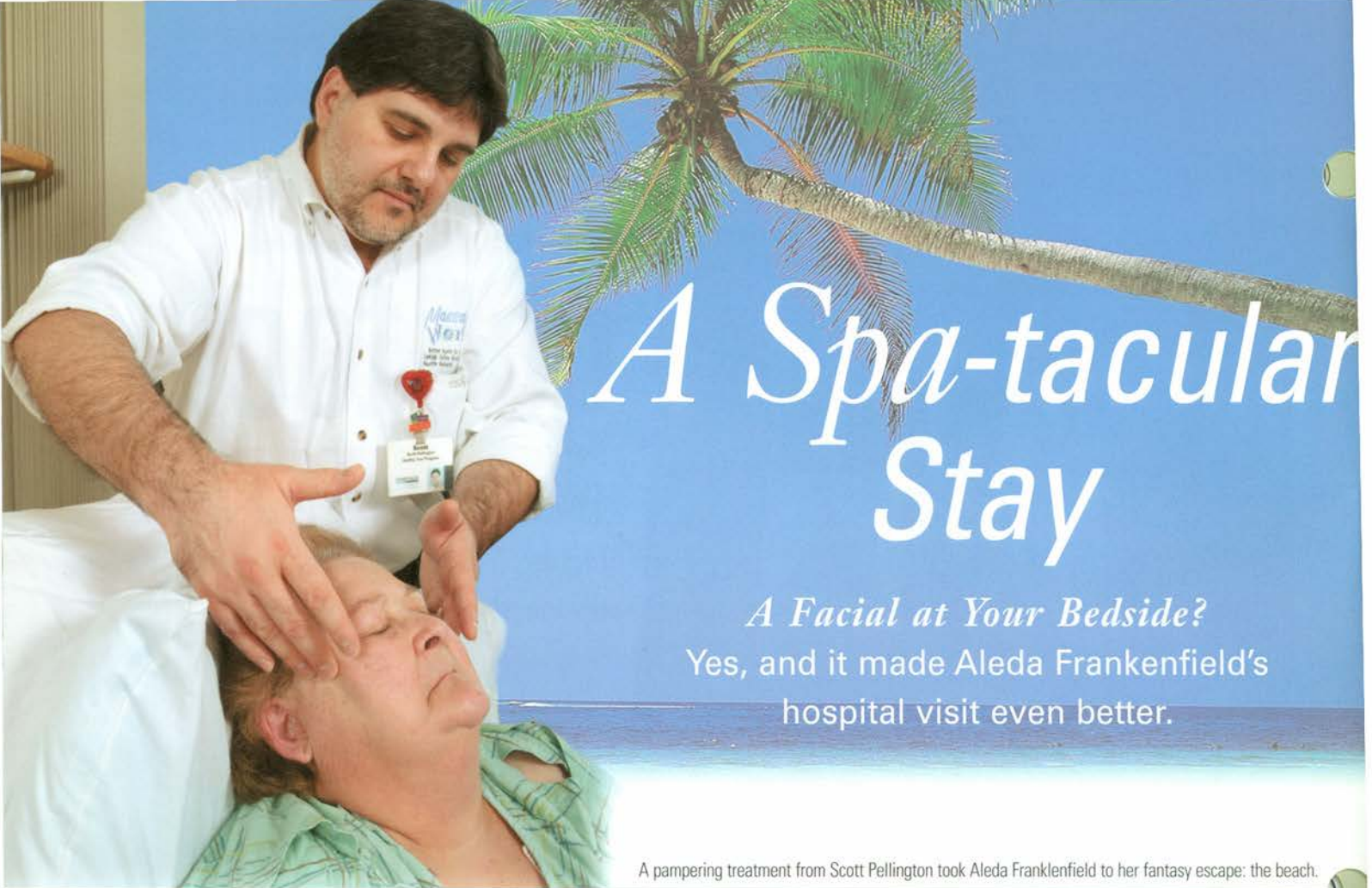
"Whether you're a business owner, a college student, a part-time employee or a senior citizen, we find the perfect plan for you," says Laura Mertz, director of sales and marketing for Valley Preferred. "We offer 'care beyond the coverage' by identifying our members' greatest health risks and responding with a Preferred Health Management program or workplace health fair."

As Valley Preferred celebrates its 10-year anniversary, it also celebrates its impact on a healthier community. Consider that at participating companies the program has led to a 59 percent decrease in work absences, an 86 percent decrease in hospital stays and insurance plan costs, and a 50 percent decrease in ED visits, helping people change their lives.

Just look at Mitchell—she's lost 40 pounds, reduced her cholesterol by 16 points, and decreased her blood sugar from 265 to 110. "When you have diabetes, you don't get better tomorrow," Mitchell says. "Preferred Health Management helps me understand that and gets me through the hurdles I face each day."

***Want help managing your health?*** If you're covered by Choice Plus, call Spectrum Administrators at 610-402-7410. If you're a community member, call Valley Preferred at 610-402-7485.

Kyle Hardner



# A Spa-tacular Stay

*A Facial at Your Bedside?*

Yes, and it made Aleda Frankenfield's hospital visit even better.

A pampering treatment from Scott Pellington took Aleda Frankenfield to her fantasy escape: the beach.

**A**leda Frankenfield needed something to brighten her spirits. The 65-year old mother of nine and grandmother of 27 had been in LVH-Cedar Crest for more than a week suffering from pneumonia.

Medical steroids had dried out her skin, and her time in the hospital had her feeling "not very attractive and not myself at all."

Enter Scott Pellington from the Healthy You Spa. Frankenfield remembered reading in her admission packet about the new program and ordered a hydrating facial.

Pellington applied a multivitamin mask to revitalize Frankenfield's skin, and then gave her a facial massage. It turned out to be just what the doctor ordered. For 45 minutes, Frankenfield forgot she was even in the hospital. "It was so soothing and relaxing," she says, "and I think the best part is that I hardly had to get out of bed."

The Healthy You Spa bedside services began in July. Patients also can order a massage, get a manicure, have their hair washed and cut, get a foot soak and massage, or have a mineral makeup application.

"This is a real value-added service," says Greg Salem, director of the Healthy You programs. "It brings a smile to the patient's face and makes a hospital stay pleasant."

A patient or family member only needs to call 484-884-2100 to schedule an appointment. Services are provided six days a week, Monday through Saturday. Spa services then checks with the nurse to make sure the patient is well enough for a treatment.

"It's a great gift idea," says Salem. "Flowers are always nice, but a spa treatment is a real healing gift. It also demonstrates that at LVH, it's not just about sick care, but wellness care as well."

Frankenfield says she felt and looked so differently after her facial that she wondered if her husband would even recognize her. "He thought I looked great," she says, "but even better, I felt great. Before the treatment I really had cabin fever. But that facial made me feel like a new woman."

*Want to schedule inpatient spa services?* Call 484-884-2100.

Dennis Lockard

## SERVICE STAR of the MONTH

When items and supplies were urgently needed for a patient's procedure, Paul Trinkle, purchasing coordinator, procurement services at LVH-17th and Chew, picked up the items after hours in Catasauqua and delivered them that night.

"Paul has taken it upon himself to work behind the scenes, and go above and beyond his normal duties for the well-being of our patients," says Jessica Zambrana, program administrator for procurement services.

On one occasion, Trinkle even came in to clean on his day off. "Paul is a great asset not only to the operation of our division, but also to our internal customers and patients," Zambrana says. "I believe this commitment, dedication and compassion enhances our mission and values, and Paul is one of the reasons to take PRIDE in LVH."

Joe Candio



Paul Trinkle, procurement services, 17th and Chew

## SERVICE STAR

### Congratulations to Award Nominees

**Anne Dainauski, R.N., MICU/SICU**  
LVH-Cedar Crest

*Nominated by Robyn Collins, R.N., and  
Rosemary Gilbert, R.N., LVH-Cedar Crest*

**Perioperative Services and Anesthesia**  
LVH-Muhlenberg

*Nominated by Joan Marie Yatsonsky, patient care specialist  
LVH-Muhlenberg*

To nominate a star, go to e-mail's bulletin board at **Forms\_rewards**. Right click to "use form."

## WORKING WONDERS

### Stop Printing Them!

*That's all that needed  
to happen in order  
to save money*



**Bonnie Poehler,**  
unit clerk at  
LVH-Muhlenberg,

submitted the idea to stop printing the inpatient cumulative laboratory report. "It's printed each day around 2 a.m. and by then, it's already old news," Poehler says. "Besides that, the doctors and nurses already look up the information on the computers instead of the report."

This lab report has been printing since 1981, and since 1993, with the implementation of Phamis Lastword, the hospital information system gained the ability to store the laboratory information indefinitely. For more than 10 years hospital employees have been trying to cease the printing of the lab report.

With the last Working Wonder submission sent in by Poehler, it was passed on to Troika, and it decided to discontinue the publication. Seven employees will be awarded for their persistence in achieving their goal.

Joe Candio

### How It Adds Up

IDEA	Discontinuing the printing of the inpatient cumulative laboratory report
BY	Bonnie Poehler, Cindy Harwi, Timothy Herman, Nancy Humes, Sandra Axt, Ruth Held and Linda Caprioli
ESTIMATED ANNUAL SAVINGS	\$21,065
AWARD AMOUNT	\$451 each

Submit an idea via e-mail's bulletin board at **Forms\_LVH** or by clicking "Working Wonders submission form" on the intranet ([www.lvh.com](http://www.lvh.com)).

# What's Happening



## Get Your Discounted Tickets

(L-R) Birdie Meckes, pharmacy secretary; Fran Sajkowicz, ambulatory service senior secretary; and Niki Maranki, clinical engineering data coordinator, all members of the recreation committee, arranged an employee discount at Allentown's Civic Little Theater on 19th Street.

Get \$2 off each ticket every Tuesday with your LVH badge. For details of shows and times, call 610-432-8943.

### More Discounts Here!

- **Red Robin** 10 percent off  
(Airport Rd., Tilghman St., Northampton Crossings)  
*Good for individual meal, not the whole check.*
- **Colonnade Steakhouse** 15 percent off  
(Radisson Hotel Bethlehem)
- **TGI Fridays** (Cedar Crest) 15 percent off
- **Dell computers** 5 - 15 percent off computers and accessories. Log onto [www.dell.com/leppbuy](http://www.dell.com/leppbuy) and input member ID HS18131596.

**FEB.  
11**

### Where to Step In Part I: EAP Training for Managers and Supervisors

**Wed., Feb. 11**

9 - 11 a.m.  
Participants discuss the issue of managing a difficult employee and learn the components of EAP and when and how to make a formal referral.

To register for this Preferred EAP workshop, call 610-433-8550.

**FEB.  
19**

### Taking Control of Your Stress

**Thu., Feb. 19**

9 - 10:30 a.m.  
The challenge to managing your stress is making changes to improve your coping skills. Learn new techniques to deal with the stress in your life.

To register for this Preferred EAP workshop, call 610-433-8550.

**FEB.  
20**

### Smucker's Stars on Ice\*

**Fri., Feb. 20**

Come see an electrifying blend of star power, diverse artistry and superb performances that have become its hallmark since 1986. The tour features Olympic, world and U.S. national champions.

Bus departs LVH-Cedar Crest Parking Lot #12 at 4:30 p.m.

Philadelphia Wachovia Center • \$53 per ticket

For details, call Nicole Maranki at 610-402-8525.

**FEB.  
29**

### The Best of Branson at Hunterdon Hills Playhouse\*

**Sun., Feb. 29**

Dinner begins at 3 p.m.

Please arrive by 2:30 p.m.

Tickets need to be purchased by Feb. 1.

\$47 per ticket, includes the show, meal, dessert buffet, taxes and tips.

For details, call Nancy Schmoyer at 610-402-8519.

## Great Valentine's Day Gifts

**FEB.  
7 - 28**

### Hot Towel Infusion Massage

**Feb. 7 - 28**

This 80-minute treatment combines the therapeutic pressure of a deep tissue massage, the aromatic benefits of inhalation therapy and the calming relief of hot towels. A head, neck and scalp massage is provided as the perfect finale. Introductory fee: \$80

For details, call 484-884-7045.

**FEB.  
1 - 14**

### Rechargeable Gift Cards

**Feb. 1 - 14**

Good for any product or services with:

- Healthy You Programs
- Youthful You Institute
- Massage Works
- Healthy You Spa

You'll get 10 percent off when you purchase a gift card with a minimum amount of \$50. For details, call 484-884-7045.

\* Recreation Committee Events

# at LVHHN

**FEB.**

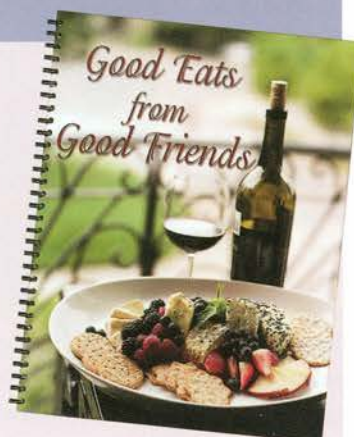
## Good Eats from Good Friends

This cookbook benefits cancer patients in financial need. Recipes are from our own employees.

Available at the following gift shop locations:

**LVH-Cedar Crest** The Tree Top Shop,  
The Pavilion Shoppe, The Atrium Shoppe

**LVH-17th and Chew** The Alcove Shop  
Cost \$10



**MARCH**

## Weight Watchers at Work

- **LVH-Muhlenberg**, Mondays starts March 8 • 12:30 - 1:15 p.m.
- **CC & I-78, Tuesdays**, starts March 9 • 11:15 a.m. - noon
- **Healthy You Center**, Tuesdays, starts March 9 • 4:45 - 5 p.m.
- **17th and Chew**, Thursdays, starts March 11 • 11 - 11:45 a.m.
- **2166 S. 12th St.**, Thursdays, starts March 11 • 11 - 11:45 a.m.

Payment of \$89 is payable by check or cash only. Send checks payable to Lehigh Valley Hospital, Healthy You Programs, 3401 Fish Hatchery Rd., Allentown, Pa. 18103 (or interoffice). Indicate which session you plan to attend. Deadline to register is March 1. Reimbursable through Choice Plus. For details, call 610-402-5700.

**NOW**

## Check-in with the Employee Survey (Last Chance—Jan. 23)

You'll be asked about your satisfaction with communication, your relationship with management and more (responses are anonymous and confidential). Complete the "check-in" on any work computer 24 hours a day by:

- Logging on to the intranet ([www.lvh.com](http://www.lvh.com)) (If you prefer paper, print it from the intranet or request it from your manager.)
- Clicking the "employee satisfaction survey" icon
- Answering the questions (it takes only 10-20 minutes)
- Hitting the submit button

## Win Awards

When you click the "submit" button, you will be taken to a separate screen where you can print out a ticket that makes you eligible for gift certificates for restaurants, shops, spas, massages and more. Also, departments with the highest participation will win...

- \$50 less than 10 employees
- \$150 10 - 25 employees
- \$200 25 - 50 employees
- \$250 50 or more employees

Submit your ticket in the designated "drop off" boxes in the cafeterias or collect them from your worksite colleagues and send them via interoffice mail to organizational development, 1249 SCC.

For details, call organizational development at 610-402-3200.

# Meet LVHHN's Newest PHYSICIAN

**Nainesh C. Patel, M.D.**

<b>DEPARTMENT</b>	Medicine
<b>DIVISION</b>	Cardiology
<b>PRACTICE</b>	Devendra K. Amin, M.D., P.C.
<b>EDUCATION</b>	St. John's University; Ross University School of Medicine
<b>RESIDENCY</b>	Lehigh Valley Hospital
<b>FELLOWSHIP</b>	Lankenau Hospital



## 1 Whoa, 52 Awards!

That's the number of honors garnered by marketing and public affairs. *Healthy You* magazine and Spirit of Women's Heart of a Woman campaign won four top awards, including the Communicator Award of Excellence, and *CheckUp* won three awards. Other projects awarded: [www.lvh.org](http://www.lvh.org), *Magnet Attractions* nursing publication, Magnet campaign, *Legacy* donor publication, Spirit of Women award winner and Lou Liebhaber leadership videos, baby billboard, Cancer Center annual report, new physician ads, The Healing Spirit community service report and speech, and more.



## 2 A "Spacey" Crew

As the LVH—Muhlenberg operating room prepared for last month's JCAHO visits, Joan Yankalunas, R.N., offered an out-of-this-world quiz while dressed as an alien. Colleagues like equipment coordinator Brad Loehr and administrative partners Debbie McCandless and Nancy Schlener answered questions from Alien Joan to keep up on the latest in patient safety. Read about LVH's JCAHO survey on page 2.



## 3 Cancer Team Raises the Bar

Andrea Geshan, R.N. (second from right), director, cancer support services, recently presented an abstract on "Changing Patterns of Care Through the Development of Disease Management Teams" at the Third Outcomes Management Conference in Chicago. Geshan, radiation oncology chair Victor Risch, M.D., nurse coordinator Elaine Walz, R.N., and physician in chief Gregory Harper, M.D., were part of a multidisciplinary team that improved patient outcomes by developing guidelines for the consistent treatment and monitoring of breast, colorectal, prostate and bladder cancers.

## 4 An Ounce of Prevention

They turned out in droves for LVH's community flu shot campaign, making it a record-breaking year. Nearly 10,000 free vaccines were given to children and adults in 18 clinics from the Center for Healthy Aging at 17th and Chew to as far north as Wind Gap, as far east as Easton and as far south as Lower Macungie. Best of all, no one was turned away because of a vaccine shortage. More than 100 employees, including Kelly Riegel-Gross, R.N., risk anylast, volunteered for a range of duties from parking to filling syringes, giving shots and comforting children.

## 5 Great Brew, Says the Morning Crew

Michael Consuelos, M.D., vice chairman of pediatrics, mixed up the winning nonalcoholic drink—a mock sangria—at the Holiday Mix-off. Held by the Lehigh Valley Regional DUI Task Force, the event raised awareness about the dangers of drinking and driving. Consuelos donated his \$500 prize to Reach Out And Read, a childhood literacy program. Joining Consuelos here are Mix-off runners-up Ken Matthews, Sydney George and Mike Evans from FM radio's B-104 Morning Crew.



## 6 Keep Your Head Up

The staff of the MS Center of the Lehigh Valley—(top row) Sharon Bartz, Stacy Statler, Alexander Rae-Grant, M.D., Rick Shall; John Graham, (bottom row) Theresa Orrif, Donna Kunkel, Nancy Eckert, R.N., and Maureen Beilman care for the mind, body and spirit of people with multiple sclerosis. Eckert, Statler and Rae-Grant, along with Ralph Primelo, M.D., and occupational therapist Jerry Werner, made two presentations at the 17th annual Meeting of MS Centers in San Diego, Calif., about caring for MS patients who are depressed and offering the region's only MS wellness program.

## 7 D'Feet ALS

Linda Trella, registrar at the Trexlertown Health Center, her mom, Ruth Lichtenwalner, and daughter, Holly Bennett, spend quality time together doing what they love to do—shop. Trella and Bennett appreciate the quality time with Lichtenwalner. She has ALS, and they created the D'Feet ALS walk in support of her. They and 375 people raised more than \$45,000 to benefit ALS research.



# Muhlenberg

## "Winterized" and Looking Fine

How do you prepare your house for winter: by pulling down some storm windows or buying some ice melt? At the expanding LVH-Muhlenberg, "winterization" involves getting as much work as possible completed on the new seven-story building's exterior. "The brickwork is 90 percent done on three of the building's wings," says project manager Al Szoldatits. Part of the building's permanent roof is also in place, as are temporary heating systems that will keep workers warm as they concentrate on the interior during winter's coldest days.





## Celebrating 30 years!

### Michael Solt

Supervisor, information services

#### Most Memorable Moment Here

When the computer room flooded at 2200 Hamilton Street

#### My Inspiration at LVHHN

My mentor, Al Roeder, who taught me that "drive and motivation must come from within." Also, all of the good people I've worked with over the years.

#### Best Virtue

I tend to be a hands-on person.

#### Favorite Pastime

Going to Atlantic City

#### Favorite Cafeteria Food

Steak sandwiches

# Happy Anniversary! FEBRUARY 2004

Thank you for your continuing service to LVHHN.

## 30 YEARS

**Kathleen Marth**  
Office of COO

**Michael Solt**  
Info Services Operations

## 25 YEARS

**Rebecca Bartow**  
Infection Control

**Patricia Flamisch**  
Mailroom

**John Lehr**  
Environmental Health  
& Safety

**Sally Pyne**  
Endoscopy—G.I. Lab

**Lynette Rehrig**  
Mental Health/Retardation

**Patricia Yadush**  
ASU-PACU/OR

## 20 YEARS

**Cheryl Barry**  
5B Medical/Surgical Unit

**Cynthia Batista**  
Operating Room

**Jean Hagenbuch**  
Medical Records  
Transcription

**Theresa Heigl**  
Emergency Service—CC

**Adele Parker**  
Transitional Skill Unit

**Darlene Yeakel**  
LVH-M Heart Station

## 15 YEARS

**Leslie Baga**  
Trauma Reg Res Ctr.

**Lori Bechtel**  
Supply Distribution Services

**Susan Borger**  
Pediatric Unit

**Samuel Cocchimiglio**  
Nuclear Medicine

**Donna Flurer**  
Housekeeping

**Gloria Gelfo**  
Group Health Claims G&A

**Keith Greene**  
Security

**Denise Hersh**  
Bed Management

**Mary Humes**  
Pharmacy

**Nancy Marx**  
Obstetrics

**Lisa Ondush**  
Emergency Service—CC

**Mary Onifer-Smith**  
Labor & Delivery

**Lori Reiner**  
Special Care Unit

**Mary Sandholm**  
Radiology Administration

**Stephanie Sawka**  
Sterile Processing  
—17 & Chew

**Margaret Smith**  
Nursing Float Pool

## 10 YEARS

**Eileen Charlton**  
Info Services Development

**Phyllis Hamm**  
Mail & Messenger

**Lisa Iannelli**  
Trexlerstown Medical Center

**Nikki Leonzi**  
Day Care Center

**Carol Murmello**  
Physical Medicine

**Anna Ortiz**  
4A Medical Surgical Unit

**Gerald Rodriguez**  
Muhlenberg Behavioral  
Health

**Patti Weaver**  
Psychiatric Rehabilitation

## 5 YEARS

**Randall Bankes**  
I/S Financial & Admin Systems

**Lori Blisard**  
Pharmacy

**Eileen Bobbacs**  
TNICU

**Michelle Brensinger**  
Hamburg Family Practice Ctr

**Mary Bridi**  
Physical Therapy

**Deanna Clymire**  
LVPG Accounting

**Cheryl Costa**  
Department of Family Practice

**Joyce Costenbader**  
LVPG Billing

**Cynthia Davis**  
Occupational Health

**Dorice Davis**  
Transitional Open Heart Unit

**Rebecca Drumheller**  
Psych Eval/OP Services

**Raina Encarnacion**  
Radiology-Diagnostic

**Jennifer Haas**  
Claims Adjudication

**Nicole Hammerly**  
ER Billing

**Michael Kochanek**  
Cardiac Cath Lab

**Marianne Kostenbader**  
Dept. of Emergency Medicine

**Tammy Mathisen**  
Health Works

**Jean Parenti**  
Supply Distribution Services

**Elizabeth Pezzulich**  
Nursing Float Pool Cluster J

**Robin Rex**  
Patient Care Services-3S

**Susan Vrablic**  
Cancer Financial Ser

**John Wheary**  
ER—LVH-M

**Tammy Yeakel**  
Ambulatory Surgical

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