

CHECK UP

JULY 2004

Bank It!

Patient accounting's
Rachel Bauder keeps our
piggy bank smiling.
Read how on pages 4 and 5.



LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK

focus on
PRIDE

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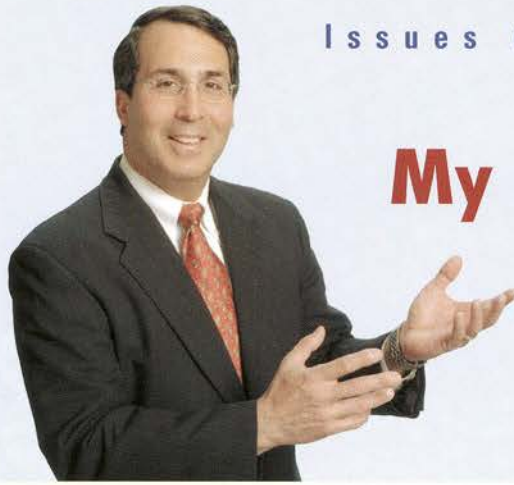
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Empathy



My First Day Here

At his 10-year anniversary, Lou Libhaber recalls first-day jitters and celebrates lifelong friendships

You've probably had your own jitters—the first day in a new school, on a new team or in a new place. I had mine, too. It was July 11, 1994, when I woke up to start a brand-new job at LVHNN.

I joined an organization with great promise and moved to a wonderful new area, but also knew I'd face lofty expectations about being a new leader. So I prepared for work that day with excitement and a touch of fear.

On my way out the door, my daughter stopped me and handed me a stuffed animal. It was the same one I gave her on her first day of school. "Daddy," she said, "take this with you and you'll have a friend, too."

Would I make new friends? The words of a child ring so true to an adult sometimes. I'm glad to say that in the 10 years since that day, I've had the good fortune to meet thousands of new friends and colleagues here who have enriched my personal and professional life beyond anything I could've possibly anticipated on that first day.

But it didn't start that easily. There were times I wasn't warmly received, and there was—and still is—plenty of work to be done in building relationships and developing our organization. But the good times far outweigh the tough ones, and that's because there's a shared foundation of trust and cooperation here that is unlike any other in any organization. It's a spirit that makes all of us fulfilled in what we do.

Two recent events reinforce that positive spirit. The first took place in our hallways, when a nursing manager stopped me and told me her story. She had just opened a new patient care unit at LVH-Cedar Crest, and she couldn't wait to tell me how everyone worked together to make the unit come alive.

Colleagues assured the supplies were ordered, the floors and equipment were clean and ready, the right people were hired, the right medications were stocked, the right signs were up, the phones and computers were working, the state inspectors were properly briefed and escorted. Some volunteered, others worked overtime, and many came in during a midwinter snowstorm to make sure the unit ran like a well-made Swiss clock. Her story made me proud.

The second experience took place recently when my home was badly damaged by fire. As my family and I ran to safety and counted our blessings, we soon became overwhelmed by the amount of support from people throughout our hospital family and our community. One of the firefighters is a colleague in our telecommunications department. The assistant fire chief was once my son's football coach. The person who came to try to salvage our burnt clothes has three relatives who worked here.

In the days that followed, that support continued. People offered us temporary housing, food and constant encouragement. I thank each and every one of you for your understanding and dedication in a time of need.

And it makes me chuckle a bit inside when I think back to my first day here. Would I find new friends? You bet. And I look forward to making even more new friends here in my next 10 years.

Lou Libhaber, Chief Operating Officer

In Sickness and in Health



When a car accident shattered plans for this couple's 50th anniversary bash, their caregivers arranged a golden celebration in the hospital

Robert Brown was one of the most sought-after bachelors in Bryn Mawr in the 1950s. Girls waved when he walked by, but Brown only noticed the girl who didn't wave. Her name was Joan, and after courting her for a year and a half, they married.

Nine children, 32 grandchildren and five great grandchildren later, the Browns have "the perfect marriage." "She stays inside and I stay outside," Robert jokes. "But seriously," he says, "our relationship is '80-20,' both ways."

With that kind of love, they planned to celebrate their 50th anniversary in a grand way—they would renew their wedding vows with 85 of their closest friends and family, and celebrate with Irish bagpipers and a horse-drawn carriage ride.

But tragedy shattered their plans. The couple was rushed to LVH-Cedar Crest after a car accident on Tilghman Street. Joan, 71, broke her hand and was covered from head to toe with bruises. Robert, 78, broke his neck, one leg and three ribs—making breathing and walking very difficult. He was in the transitional trauma unit for more than a week, where caregivers managed his pain and gave him physical therapy.

While caregivers healed the couple's wounds, they also mended their spirit by making their golden anniversary possible.

As Joan visited each day with Robert, his caregivers quietly helped the family reserve a hospital meeting room for a surprise party and arranged for the kitchen to prepare shrimp and fruit platters.

When May 8 arrived—exactly 50 years from the day the Browns married—nurses spiffed up Robert in a black top hat to meet his bride, who wore a veil and held a bouquet.

Surrounded by gold balloons, they spent several hours with about 30 family members and friends, some who traveled from as far as Montana and North Carolina. "We positively thought it was the nicest thing anybody has ever done for us," Joan says. "It certainly made our 50th anniversary wonderful."

The next morning, Robert showered staff with "thank yous" and expressions of appreciation. But, case manager Jim Waddell says it was all in a day's work at LVHHN. "The family made it special," he says modestly. "All we did was create a space they could call their own for a few hours."

Sally Gilotti



Robert and Joan Brown were able to celebrate their 50th anniversary with eight of their children (pictured surrounding the couple in the middle) after caregivers planned a surprise party at LVH-Cedar Crest.

Adding UP THE

Total years for all 96 financial employees

PATIENT ACCOUNTING

Amy Potter • 30 YRS.



The first financial counselor at any regional hospital, Potter taught herself the job. "The first day, I didn't even know how to get to a patient floor," she jokes. She learned quickly, and has helped thousands of uninsured patients fill out Medical Assistance applications or recommend their account for write-off. She's developed lifelong friendships. "People I helped 15 years ago stop in and say hello," she says. And at age 77, she has no plans for retiring.

Rachel Bauder • 38 YRS.



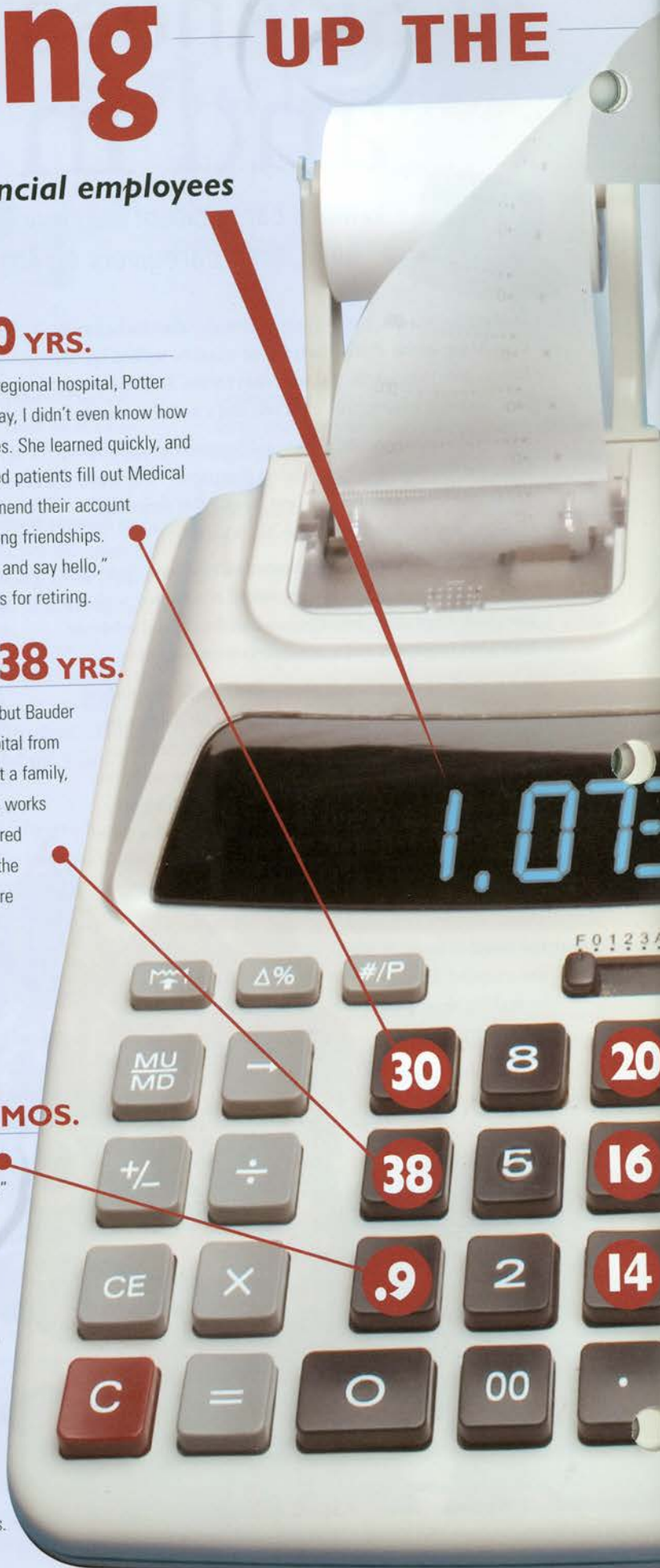
She's been here for 34 straight years, but Bauder first worked at The Allentown Hospital from 1953-57. She took time off to start a family, then returned in 1970. Today, she works with Amy Potter, ensuring uninsured patients get support by checking the applications, making sure criteria are met and seeing if they're eligible for other programs or write-offs. She's a part-timer, but Bauder feels like a full-time family member. "My colleagues say, 'good job,'" she says. "It sounds small, but that's a huge reason why I'm still here."

Jeff Hinkle • 9 MOS.



Not everyone has been here for years. But after being "downsized" from a prior job, Hinkle needed only a few weeks here to know he belonged. "I had a job offer from a former colleague," he says. "I said 'no,' because I already enjoyed the people I work with here."

An analyst, Hinkle already has made a difference. He created a new patient-friendly bill. It offers customer service phone numbers and online billing options. "Our patients want better communication, and we tested this bill in community focus groups to get it just right," he says.



Years

Our financial folks are in it for the long haul, creating a lively department and a great bottom line

FINANCE

Here's an equation:

add 71 patient accounting colleagues and 28 finance colleagues.

The result: *A financial department that works behind the scenes to ensure patients get the best care by finding revenue to enhance our bottom line. That revenue allows us to invest in new patient care programs and technologies.*

In a climate where 40 percent of Pennsylvania hospitals lost money last year, LVHHN posted its third straight positive financial year, with a positive margin of \$26.6 million.

"The average financial colleague here has 11 years' experience and knowledge at this hospital," says organizational development consultant Jack Dunleavy. "They know the hospital, know how to get things done and understand how their work benefits patients."

Jim Rotherham • 20 YRS.

"Our secret is simple," says Jim Rotherham, director. "We work well together, and everyone in here appreciates what we do." Rotherham and his colleagues see that appreciation when they're allowed to do things other hospitals might not risk—like invest in staff and information systems to capture insurance payments other facilities might write off. His team collected an additional \$2.6 million in one year through challenging underpayments and appealing denied claims quicker.



Rich Phillips • 16 YRS.

For Phillips, LVHHN is the "family business"—his wife, Lee, invasive cardiology director, started here one year before he joined finance. A financial analyst, his work with LVHHN's in-house malpractice insurance arm benefits the medical staff by providing insurance during a statewide crisis. Phillips also participates in finance bowling outings (he won "most spares" recently) and finds numerous Working Wonders ideas. "Listening to the way someone says something often can find a cost savings," he says. A recent find—restructuring of an older insurance policy to take advantage of the state's updated premium payment process—earned the hospital \$300,000.



Kyle Campbell • 14 YRS.

After working for two smaller hospitals, Campbell saw things here he never thought possible. "We annually update our five-year financial forecast, something other hospitals need consultants to do," he says. A financial analyst, Campbell works with department managers to create the LVH-Muhlenberg budget, and he and several colleagues share Penn State University ties. He also works on ongoing customer service initiatives in finance. "We establish standards to serve our customers and set deadlines that meet their expectations," he says.



Kyle Hardner



Kim Szep ma

Information Super Nurse

Kim Szep logs off open heart and logs on to a new career

Kim Szep didn't stuff mushy romance novels into her backpack to read during sixth-grade study halls. She preferred science-fiction mysteries, set in hospitals with innovative technology and patients who strangely slipped into irreversible comas. Her favorite, Robin Cook's "Coma," was Szep's first glimpse at the clinical world and inspiration for a medical career.

Twenty years later, Szep, 32, is a registered nurse and author of her own book. There is no long character introduction or climactic ending, but the manual teaches physicians how to use a new computer

program for tracking and assessing complex sets of clinical data for critical care patients. The unmentioned hero in Szep's story is herself—an open-heart nurse who three years ago transformed herself into a physician software educator, trading in her scrubs and stethoscope for a laptop.

She spent hours navigating and studying the computer-assisted physician order entry (CAPOE) system, designed to make all orders faster and more accurate, and MetaVision, which electronically charts patients' information. Szep also turned to the next cubicle, where her mentor,

Carolyn Suess, sits. Suess followed a similar path, working as a pediatric nurse before she became a physician software educator and now a software analyst. "She's a wonderful teacher, and one of my best friends now," Szep says.

With six years' experience in the open-heart unit at LVH-Cedar Crest, Szep didn't have to do research to know an electronic bedside charting system would free up time for nurses to spend with patients. Her students—physicians, physician assistants, residents and nurse practitioners—aren't just learning which

Through The Tele-intensivist's Eyes

Imagine every critical care patient having a private physician at the bedside 24-7 to monitor and electronically chart every vital sign as it occurs, immediately detect and respond to the slightest need, and prevent life-threatening situations.

The tele-intensivist program will provide this level of care at 28 critical care beds at LVH-Cedar Crest and eight at LVH-Muhlenberg this summer. LVHNN is the first in the nation to implement a program of this caliber. Here's how it works:

It's 2 a.m., and intensivist Stephen Matchett, M.D., is analyzing a bank of eight computer monitors that broadcast live video of all the intensive care unit (ICU) patients to 2024 Lehigh St. in Allentown. His is an extra set of eyes and ears, seeing the patients' rhythmic breathing and hearing the soft humming of the machines as he tracks complex sets of data to assess and address each patient's specific needs. An electronic bedside charting system records data, allowing caregivers more time at the bedside and less time writing in charts.

A 45-year-old car accident survivor, "John" is in the ICU and comforted knowing someone always is watching over him. Matchett uses a mobile camera to examine him from head to toe. It starts with a chime. "Hi, John," Matchett says. "If you can hear me, please nod your head." John nods. Then, with a keyboard and mouse, Matchett glides the camera directly above John's head, zooms in on his eyes and asks him to blink. When the exam is done, Matchett thanks John, who continues to rest.

An alarm sounds, and Matchett sees that John's heart rate is dropping. Matt Karpowicz, R.N., and respiratory therapist Larry Mann hear the alarm, too, and rush to John's bedside. Karpowicz (left) touches John's arm and tells Matchett that John is perspiring. Matchett has the answer: doses of morphine and saline. Meanwhile, Mann (right) checks a ventilator to determine whether John's oxygenation level dropped. "He's breathing well," Mann tells Matchett. Within minutes, John is stable. The group's teamwork diverted the chance of a more serious problem and ensuring John will recover faster and go home sooner.



transformation from bedside nurse to medical computer whiz.

buttons to push, they're learning how the programs will affect patient care and overcoming the misconception that high tech means low touch. "I tell them they can see patients' lab results from their home or office, saving everybody time," Szep says.

Critical care specialist Daniel Ray, M.D., has seen Szep in action. When he had a question about how to put in an order, "she found the answer quickly," he says. Having a nursing background opens doors here, particularly evidenced by recent physician survey feedback that says nurses here are highly skilled, knowledgeable and respected members of the team, Szep says. "I've been able to reinvent myself from bedside nurse to a medical computer whiz."

Sally Gilotti

Want to Know More?

For tele-intensivists fact sheets, call 610-402-CARE.

For MetaVision or CAPOE training, call Kim Szep at 610-402-1431.

“Her Hobby Was People”

Elizabeth Dum, R.N., is remembered as a doting grandmother and a best friend



Elizabeth Dum, R.N., would arrive for her overnight shift on the behavioral health unit wearing her green nursing jacket, pen perched on her ear. She peered over the rim of her glasses and asked, “What’s my assignment today? Who needs the most help?”

Known for her infectious laugh and smile, and ability to talk, Liz was a stabilizing presence for the patients and staff at LVH–Muhlenberg and LVH–17th and Chew streets, where she had worked since graduating from The Allentown Hospital School of Nursing in 1968. Liz is sorely missed since she lost her life in a car accident on April 1, while on her way to visit her brother in Perry County.

“She had a soothing voice and an aura of peace around her, and no patient was ever too difficult for her,” says Janice Barber, R.N., patient care coordinator for behavioral health. She genuinely cared about her patients’ and colleagues’ lives. It was common for her to call people and talk for hours, even years after they had left the hospital.

And if you were a grandparent, you shared a special connection with Liz Dum. Her grandsons, Christopher, 5, James, 2, and Tyler, 1, along with her husband, Charles, and sons, Chris and Andy, were the light of her life. She had recently begun working part-time in order to care for her grandchildren, with a plan to become their full-time babysitter. “She felt she had the perfect retirement plan,” Barber recalls. “Charlie was usually the planner, but she took charge of this one.”

Liz and Charlie Dum reveled in the role of doting grandparents. When they took the boys to the Allentown Fair last year, they spent hours visiting the animals. The rabbits were a particular favorite, taking them to their childhood farm days and the rabbits they raised.

She loved to shop for her boys, too, putting away presents for birthdays and Christmas. But she also longed for the day she could shop for a baby girl, and would drag Charlie through baby departments, oohing and aahing over little pink clothes.

Life for Liz was all about family and friends. “Her hobby was people, and people were drawn to her,” Charlie says. “She talked to total strangers as if they were best friends.”

The many tributes to Liz in letters and at her memorial service, attended by more than 300 people, show the great influence she had. “We will miss this unsung hero who never asked for anything, never complained, but who gave so much,” Barber says. “She always will be my role model.”

Sally Gilotti

Liz Dum’s grandchildren were everything to her, like little Tyler, age 1, whom she is holding here.

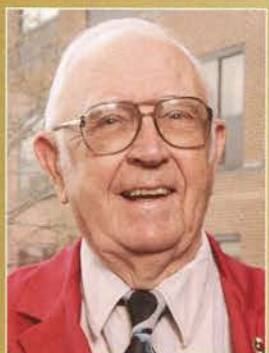
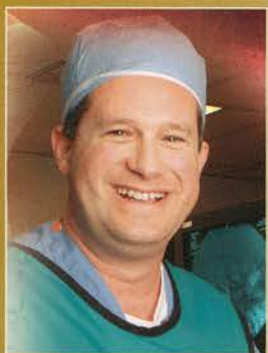
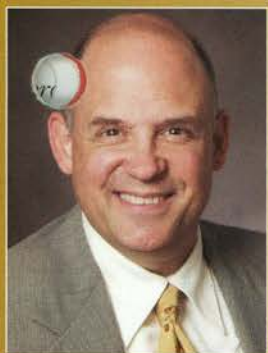
I'm a colleague...

What Does This Mean to Me?

COO Lou Liebhaber answers your questions about the LVH-Cedar Crest & I-78 expansion.



We're Growing
TODAY
so we'll be here
for you
and future generations
TOMORROW



You've told us what you want from your hospital

- A hospital room when you need one
- Private patient rooms for your increased comfort and privacy
- More and better parking
- Shorter wait times in our Emergency Department
- The same high-quality care

*We've listened, and now we're
growing to meet your needs.*



LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK
Cedar Crest
& I-78

Growing Today

So We Meet Your Needs Tomorrow

- A new seven-story patient care building with private rooms
- A larger Emergency Department
- More operating rooms
- A new expanded Burn Center
- Two new patient and visitor parking decks
- A new medical office building with its own parking deck

■ WE'RE PREPARING FOR YOUR FUTURE.

Right now, we're frequently 90%—and sometimes 100% full. More of you are naming us your hospital of choice, and our community's population—especially people age 50 and over—is growing. As a result, we anticipate that 3.7% more people will be cared for by us each year for the next five years. We don't have room for 3.7% more patients today. If we don't grow to meet your needs, we run the risk of being full at all times, which means you'd wait longer for care, or you may have to leave the region for care.

■ WE'RE CONTINUING LEONARD POOL'S VISION OF A HEALTHIER COMMUNITY.

More than 30 years ago, Leonard Parker Pool created a vision—that the people of the Lehigh Valley should have access to a "superior regional hospital" close to home. We've been bringing that vision to life ever since with innovative clinical programs connected to educational programs and community health initiatives, and we will add more space for these programs.

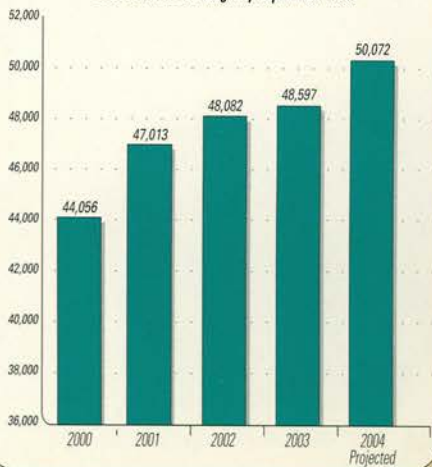
■ WE'RE YOUR HOSPITAL

We want to be sure we're always here for you, your children and grandchildren, providing the best care when you need it, now and into the future.

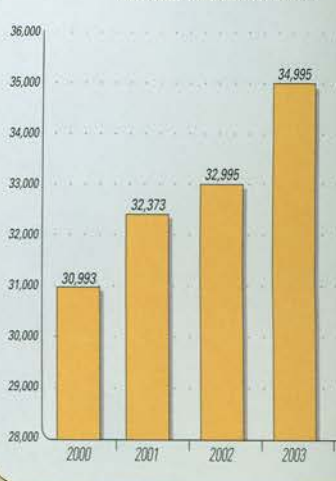
INCREASING DEMAND FOR OUR CARE

For the past five years, inpatient admissions and Emergency Department visits to LVH-Cedar Crest & I-78 have steadily increased. In the last four years, we've admitted more patients than any other hospital in Pennsylvania.

LVH-Cedar Crest Emergency Department Visits



LVH-Cedar Crest Acute Admissions



I'm a colleague... **What Does This Mean to Me?**

COO Lou Liebhaber answers your questions about the LVH-Cedar Crest & I-78 expansion.

You see it every day.

The parking lots are full.

The waiting rooms are full.

More people are seeking our care, and we're growing to meet their needs. What makes that growth possible, and how do we know we're doing the right thing? LVHHN chief operating officer Lou Liebhaber answers those questions—and more.

LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK



[above]

The gateway entrance
and bridge connecting
the medical office
building to the current
John and Dorothy
Morgan Cancer Center

Why expand LVH–Cedar Crest when we’re already expanding LVH–Muhlenberg?

Expansion for LVH–Cedar Crest takes into account the total projected needs for our community, and takes into account what we’re doing at LVH–Muhlenberg. Studies show that people want health care closer to home, so our new building at LVH–Muhlenberg gives us the opportunity to bring quality services needed by many people—heart and cancer care in particular—to the greater Bethlehem area. We provide services where there’s a need. For example, our trauma and burn patients need highly specialized care that requires many resources; we choose to offer that at LVH–Cedar Crest, where those services are well-established.

How will this affect my workload?

You will see a positive effect. Each time we renovate or build, we include efficiencies to make your work more efficient. And we compare our staff ratios against other hospitals’ and improve those ratios where necessary.

Where will we find the staff to fill this building?

This is the most difficult part—finding the right people to join our team. We’re confident our successful strategies over the last three years will help us find those future colleagues. We have more than 300 nursing scholarship students who either have graduated or will be graduating in the next one to three years and are committed to coming here. We’re developing new nurses through SMILE, where nonclinical colleagues work toward getting nursing degrees. And we partner with local schools to interest students in health careers.

Where will we park?

Parking was the most frequently heard complaint on our employee satisfaction survey, and we’re taking steps to fix it. The expansion includes three parking decks and additional outdoor lots.

As we expand, we’ll stage construction to fit the needs of patients and colleagues, and we will never reduce the number of current available parking spaces. We’ve also invested in two new mini-buses—one for LVH–Cedar Crest, one for LVH–Muhlenberg—to transport people from the lots.

Will we have a say in what is built?

Absolutely. Colleagues and community members will have the opportunity to meet the architects, mark up blueprints and offer ideas. At LVH–Muhlenberg, we built two life-size sample patient rooms, and colleagues told us where furniture and electrical receptacles should go and gave us thoughts on color schemes and designs. You know what’s best for you and your patients, and we want to hear from you so we know our new space works.





Why did we work on GOC if we were expanding anyway?

All of your hard work on GOC (Growing Organizational Capacity) significantly reduced patient wait times, bed cleaning and turnaround times and added 70 inpatient beds to LVH–Cedar Crest. But even with those improvements, LVH–Cedar Crest is out of physical space, and expanding is the only option.



[above]
The seven-story
patient tower with all
private rooms

How can we afford to expand?

LVHHN is a nonprofit corporation. Having a margin—meaning that we collect more money than we pay out in expenses—allows us to reinvest constantly in our hospitals. While a for-profit corporation pays dividends to shareholders, we reinvest *all* of our revenue in our community.

And we work hard at growing that revenue. Because we're getting busier and admitting more people to the hospital, our revenue has increased. That, combined with our cost discipline, has enabled us to have positive margins for the last three successive years. *That furthers our commitment to providing quality health care in the Lehigh Valley that will last generations, continuing the vision of our founder, Leonard Parker Pool.*



Why will the expansion cost so much?

The cost—\$181.5 million—is a lot of money. We compare our construction costs against those of similar projects in the region and nation. For example, the national average cost for a new hospital bed (and the advanced air handling, lighting and special equipment that goes with it) is between \$900,000 to \$1.3 million. Our per-bed cost is significantly lower than the national average. We evaluate each component to be sure it's truly necessary, and we work with engineers to develop quality space less expensively. For example, in high-traffic areas we use terrazzo flooring, which is cheaper in the long run because it lasts generations. We also anticipate future needs by building shell space, as we did in the Jaendl Pavilion and at LVH–Muhlenberg, so we can build tomorrow's space at today's lower construction costs.

Is our paycheck being spent on this?

No, and here's why. In your household, you likely have separate budgets—one for major investments, like a new roof or a college fund, and one for day-to-day things like buying groceries. It's similar at LVHHN. Salaries come from our operating budget, or day-to-day funds, while expansion projects are funded through the capital budget, the long-term savings account, if you will. We produce a new five-year financial plan annually that takes into account salaries and capital needs.



Will our bonus and incentive programs continue?

You told us in our most recent employee satisfaction survey that LVHHN is a warm, friendly place where you want friends and family members to work and receive care. We all create that welcoming environment. And we share the fruits of that labor through our Shared Success Plan, where you earn a cash reward for helping us meet customer service and financial goals.

Likewise, you'll continue to share rewards for cost savings and quality improvement ideas through Working Wonders. These programs are integral to your satisfaction and our continued success.

Are we expanding just because other hospitals are expanding?

Our expansion is driven first and foremost by our community's needs. Like most hospitals nationwide, we reduced our network's total number of beds a decade ago. The thinking then was that growth in managed care would mean fewer people seeking hospital services. In Pennsylvania, the number of staffed inpatient beds dropped by 28 percent from 1992 to 2002. But now, the trend is reversing due to the decline in managed care and the aging of the baby boom generation (our population's largest segment). People are seeking increased hospital services, and we're growing to meet their needs.

After the Cedar Crest expansion, what's next?

The next major project is the retrofitting of the existing inpatient facility at LVH-Muhlenberg. We're determining the right services for that building so we can best care for our patients and their families. And we'll continue to keep a close eye on our demand—patient wait times, access and needs—and will seek more opportunities to grow if necessary.

Have more questions? We have answers. Your department head is your best source for additional information or questions regarding the LVH-Cedar Crest expansion. Also, stay tuned to future issues of *CheckUp* and to the GUI e-mail bulletin boards for the latest updates.

Cedar Crest Expansion Lunch & Learn Sessions

Have lunch, check out the model and learn about the upcoming LVH-Cedar Crest expansion. All sessions will be held in the Jaendl Pavilion from noon - 1 p.m.

- Tues., June 22 • Wed., June 23 • Thu., June 24 • Tue., June 29
- Wed., June 30 • Thu., July 1 • Fri., July 2





What Our Growth Means

What It Will Look Like

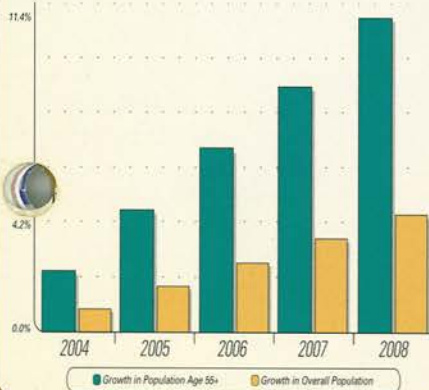
MORE HOSPITAL BEDS. We're adding 268 new and renovated beds. When you or someone you love has to come to the Emergency Department, a hospital bed will be ready if you need it.

PRIVATE ROOMS. You told us that you want more private rooms, which provide a quieter, more peaceful and private time in the hospital—and that's important for healing. Private rooms are important medically for many patients. Currently we have 15 private rooms, and will expand to 135.

*New medical office building
and adjoining parking deck*

Two-level parking deck

OUR COMMUNITY'S GROWTH



While the population of Lehigh, Northampton and Carbon counties will grow by 4.2% from 2004-08, the number of people age 55+, who need more health care, will grow 11.4%.

You

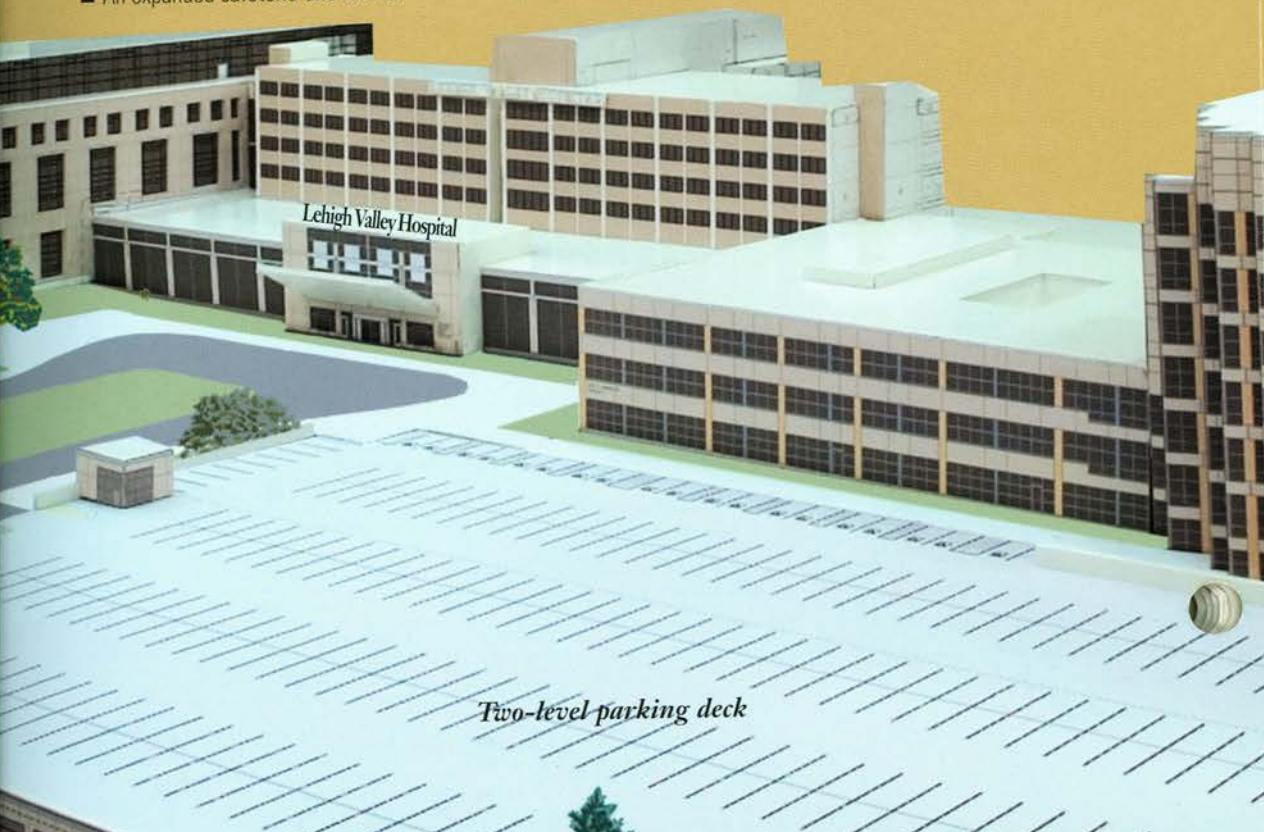


MORE OPERATING ROOMS. We want to be sure you'll get surgery as soon as you need it. By adding four operating rooms, we will have more space for emergency surgeries and for trauma and burn patients, whose treatment often requires multiple surgeries. We'll also be able to schedule your elective or inpatient surgeries faster and get you home sooner to improve your quality of life.

A BIGGER, BETTER-EQUIPPED EMERGENCY DEPARTMENT. A larger Emergency Department means that you can be seen more quickly. As anyone who's come to Lehigh Valley Hospital in an ambulance can tell you, our emergency team is second to none. But the space at Cedar Crest is definitely too small for the 48,597 patients we saw last year alone. We've streamlined our process in the ED—now we'll make it easier for you to be treated rapidly and with dignity.

More New Features and Enhancements:

- A bigger Emergency Department
- More operating rooms
- More room for X-rays, CT scans and MRIs
- An expanded cafeteria and kitchen



Two-level parking deck

SERVICE STAR of the MONTH

The 17-year-old girl is unable to talk without the use of her laptop, unable to walk and uses a feeding tube. The motor vehicle accident that caused her severe head injury happened three years ago—but she and her family remember one physician in particular: Charles Scagliotti, M.D.



EXPANDED DIAGNOSTIC IMAGING.

Diagnostic tests such as CT scans and MRIs, play a big role in our care of emergency, trauma patients and others. Greater imaging capacity will improve our ability to promptly diagnose and treat you.

MUCH-NEEDED PARKING. We know how frustrating it is when you can't find a place to park. Our current lot is often full. We're adding 75% more parking (nearly 2,000 more spaces).

EDUCATION SPACE. You may have attended some of the hundreds of classes, lectures and workshops we offer to help you learn about and improve your health. We also have education programs for physicians, nurses and other health professionals.

WE'LL BE A "GREEN" HOSPITAL.

To help you get well, we're making our hospital as comfortable and attractive as possible—and environmentally friendly, too. We will build facilities and systems that are energy-efficient and environmentally responsible.

New seven-story tower:

- All private rooms
- New open-heart unit
- New Burn Center
- New intensive care units
- New medical/surgical units
- More classroom and education space



Our Community Investment

Grows Each Year

We invested \$53.8 million in community health improvement, education and free care last year, and we're on track to invest even more in 2004. That's more than the amount of patient care margin we generate, and that investment includes:

- Health classes and screenings
- Care for low-income and uninsured families
- The difference between what Medicare/Medicaid reimburses us and what it actually costs to care for patients in those programs
- Community partnerships like our school health programs.

INVESTMENTS IN EDUCATION

- We invested more than \$17.6 million in education alone last year. That includes \$2.9 million in community education (classes and lectures, screenings, health fairs, publications like *Healthy You*, school health programs and sponsorships of groups like Communities in Schools) and \$14.7 million in education for medical students and resident physicians, nurses, therapists, emergency workers and others.

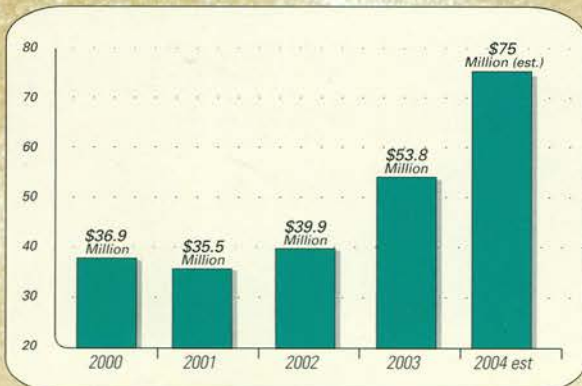
400 NEW JOBS

- **We're the Lehigh Valley's largest employer.**
We currently employ 7,500 people, and we anticipate adding another 400 health care jobs as a result of this expansion, plus an estimated 350-400 construction jobs. Since every job in the hospital industry creates other community employment, we've helped create 12,675 jobs (including current hospital employees) in our surrounding communities for your family, friends and neighbors.

- **Our Regional Employment Impact**

LVHHN's economic impact to our region based on total labor income is conservatively estimated at \$515 million, and will increase to \$542.7 million with the expansion's added employment impact, based on 400 new jobs. Source: The Hospital and Healthsystem Association of Pennsylvania

FIVE YEARS AND \$241.1 MILLION INVESTMENT IN COMMUNITY CARE



Investing Today in Tomorrow's

Care

■ **We're among the most efficient hospitals in the nation in terms of our costs.** LVHHN ranks among the top 25% in the U.S. having the lowest costs when compared to its 400 fellow members in the Council of Teaching Hospitals. We also benchmark our costs against other hospitals nationwide and rank among the most cost-efficient providers in the nation.

■ **We improved efficiency before we chose to expand.** For the past two years, our staff has worked hard to significantly reduce patient wait, bed cleaning and turnaround times and added more than 70 inpatient beds at LVH-Cedar Crest & I-78. Even with those improvements, we will be out of available beds in two years and need to increase our bed capacity to serve you.

■ **We're building to make our hospital increasingly efficient.** The new seven-story building is designed so key areas like the Burn Center, Emergency Department and cardiac units are located right next to the operating rooms, so patients who need surgery right away can get it immediately.

■ **We work hard to control our costs every day while delivering the best care.** A recent report showed that our open-heart surgery patients had the best results of any hospital in the state, and our charges for that surgery are 59% lower than the average charges at other hospitals in southeastern Pennsylvania.

■ **The total project cost of \$181.5 million includes:**

- \$96 million in building costs for new beds and future capacity.
- \$29.5 million in renovations to beds, operating rooms, radiology, etc.
- \$38 million in parking, site costs, roadway and infrastructure improvements.
- \$18 million for a new medical office building.

■ **Included in the project are:**

- 40% expanded Emergency Department
- 30% more operating rooms
- 268 new and renovated beds
- 75% more parking for patients and visitors
- New and expanded Burn Center
- New and renovated heart units
- New medical/surgical units
- New medical office building and patient parking deck
- Expanded X-ray and imaging services
- Expanded cafeteria and kitchen
- More classroom and education space
- New and renovated roads and access routes so that it is easier to find your way.

■ **When you or your loved one are seriously ill or injured, you want the comfort and security of knowing your hospital can take care of you.** We're growing today so that we can continue to give you care by outstanding physicians, nurses and caregivers, with the sophisticated equipment you need, when you need it most.

Did You Know?

Lehigh Valley Hospital-Cedar Crest & I-78 is:

- **A national Magnet Hospital** for nursing excellence, an honor earned by fewer than 2% of hospitals nationwide.
- **Home of the best heart surgery results** in the state (See www.PHC4.org).
- **Ranked by patients in the 95th percentile** in the nation for nursing care.
- **The only hospital in the country** to earn the national Quality Health Care Award in 2003.
- **One of the nation's top hospitals** for heart care and heart surgery (*U.S. News and World Report*).
- **Ranked 15th in the nation** and second in the Northeast for use of Internet technology for quality and safety (*Modern Healthcare*).
- **First hospital in the region** to be recognized by the Leapfrog Group for quality and patient safety.

Did You Know?

Lehigh Valley Hospital-Cedar Crest & I-78 cares for more patients than any hospital in the nine-county region in the following specialty areas:*

- | | |
|--------------------------------|------------------|
| • Trauma care | • Cancer care |
| • Heart care and heart surgery | • Orthopedics |
| • Burn care | • Pediatric care |

Source:
Pennsylvania Health Care Cost Containment Council data for fiscal year 2003. *The nine-county region includes Berks, Bucks, Carbon, Lehigh, Luzerne, Monroe, Montgomery, Northampton and Schuylkill.

Making Your Hospital *even Better* as the region's first "Digital Hospital"

One way we're bringing you even better care is through technology. Lehigh Valley Hospital is among the first digital hospitals in the nation, using today's rapid advances in technology to improve the quality of your care. Our new building will give us room for even more advances in safety and technology.

Here's how technology is helping our staff safeguard your care today:

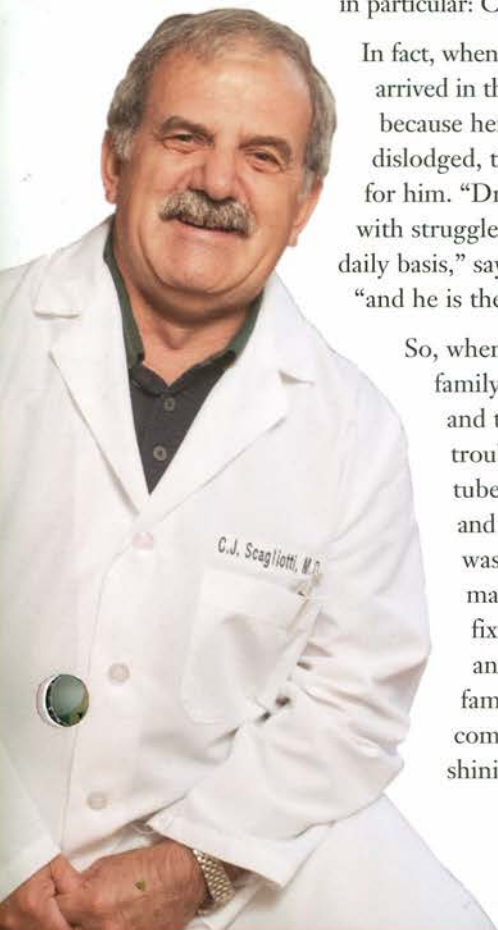
- **Ordering by computer.** Our physicians order prescriptions and diagnostic tests by entering information directly into a wireless computer at the bedside or anywhere in the hospital. This eliminates handwriting errors and gives nurses and pharmacists information at their fingertips, so you can get medications and tests faster and get your questions answered right away.
- **The right dose of the right medicine at the right time.** Medications are packaged in individual wrappers with bar codes for identification and filled by a digital "robot." Nurses then scan the bar code into a computer and match it with the bar code on a patient wristband. This eliminates medication errors, the most common problem in hospitals nationwide.
- **More intensive "intensive care."** Our "tele-intensivists" use video and other digital technology to monitor patients 24 hours a day, providing an extra pair of eyes to catch subtle changes earlier and save lives.
- **Digital images available immediately.** By year's end, every X-Ray, CT scan or MRI will be on computer, allowing your doctor to view your test results, consult with other medical professionals and produce a faster, more accurate diagnosis.

- **One of the most advanced wireless networks** of any hospital in the nation. The network allows all of our computer systems to work together and allows physicians and nurses continuous access to data they need to heal patients in the best way.



SERVICE STAR of the MONTH

The 17-year-old girl is unable to talk without the use of her laptop, unable to walk and uses a feeding tube. The motor vehicle accident that caused her severe head injury happened three years ago—but she and her family remember one physician in particular: Charles Scagliotti, M.D.



In fact, when the girl recently arrived in the emergency room because her feeding tube became dislodged, they asked specifically for him. “Dr. Scagliotti empathizes with struggles they endure on a daily basis,” says Sue Steidel, R.N., “and he is there for them.”

So, when the girl and her family returned home, and there was still some trouble with her feeding tube, Scagliotti went above and beyond. Although he was not “working,” he made a house visit to fix the feeding tube and stayed with the family until they felt comfortable. “He is their shining star,” Steidel says.

Joe Candio

Charles Scagliotti, M.D.

SERVICE STAR

Congratulations to Award Nominees

Kenneth “Chip” Chupella, engineering, LVH-17th and Chew
Nominated by Barbara Thomas, home health aide, and Diane Roebock, R.N.

Anthony Fragassi, physical therapist, LVH-Cedar Crest
Nominated by Rosalie Maehrer, R.N., retired pediatric clinic nurse

Christina Kulp, R.N., coordinator, home care and hospice
Nominated by Amy Wisniewski, case manager

Michell Longenbach, security
Nominated by Dorothy Kurinec, radiology, LVH-Muhlenberg

Christie Moser, R.N., cardiovascular care unit, LVH-Muhlenberg
Nominated by Jean Bartholomew, R.N., intensive care unit, LVH-Muhlenberg

Deborah Stefanik, R.N., 5C LVH-Cedar Crest
Debra Leaswitch, R.N., transitional skilled unit

To nominate a star, go to e-mail’s bulletin board at [Forms_rewards](#). Right click to “use form.”

Howie Howard Snyder Facilities and Construction

LEHIGH VALLEY
HOSPITAL AND
HEALTH NETWORK



Howie Snyder was on the team that came up with the idea for new locks (that open with an ID card) installed in the new building at LVH-Muhlenberg.

WORKING WONDERS

Sometimes, you just have to take things for granite. That’s right, granite! Kristen Balutis, facilities and construction project manager, and her family are looking forward to a kitchen upgrade after her recent Working Wonder awarded her more than \$4,000.

Currently, the new building at LVH-Muhlenberg has approximately 85 areas where card readers would be required to secure outside entrances, units, lounges and other areas. “My colleague, Al Szoldatits, was told by one of our vendors that we could save money by using a proximity lock instead of a wired card reader,” says Balutis.

The difference in equipment is that the proximity lock is battery-operated, whereas the other card reader had to be wired. The amount of wiring needed determined the price of the reader. The differential cost between the locks could be as much as \$700.

“Working Wonders is a great program,” says Balutis. “You just have to look all around you and ask, ‘Is this the best possible way for both time and money?’”

Joe Candio

How It Adds Up

IDEA	To purchase battery-operated locks instead of wired card readers at the new LVH-Muhlenberg building.
BY	Kristen Balutis, facilities and construction project manager; Louis Geczi, security systems manager; Gerald Kresge, director of security; Howard Snyder, facilities and construction keysmith and sign maker; and Alfonz Szoldatits, facilities and construction project manager.

ESTIMATED ANNUAL REVENUE \$133,736

AWARD AMOUNT \$4,000 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](#)).

The Hall

Tim Docherty's Hope: To Save Lives

She was just 46 years old, a minister's wife with two children, suffering from leukemia. A bone marrow transplant was her last hope for survival. When her church organized a bone marrow drive, Tim Docherty signed up. He wanted to do whatever he could to help this family friend.

That was several years ago. Docherty, an industrial hygienist in the safety department, wasn't a match for her, but he had been entered into a national database of six million potential donors for the 3,000 people who need transplants. Even with these numbers, only about 70 percent find matches. But he was called to donate stem cells last fall for a man in his 60s. "I was the last hope for someone," he says. "If I'm ever in a situation where I need help, I hope someone would do the same for me."

A simple blood test and paperwork are all it takes to get on the bone marrow/stem cell donor registry. Anyone ages 18 to 60 and in generally good health is eligible. Younger donors like Docherty (he's 32) are in particular demand for stem cells.

What if you are a match? Docherty received five injections of a protein to stimulate stem cell growth. He then underwent two days of apheresis, in which the excess cells are removed from the blood. He was tired and achy, but gratified.

"I received a huge gift basket and an outpouring of support from the HLA and family," he says. "It felt great to give someone a fighting chance."

Gina Neumann, R.N., PCU, and John Lenner, cabinetmaker, inspired by Tim Docherty's story, signed up to be entered into the bone marrow/stem cell donor registry at LVHVN's drive in May. More than 250 people turned out for the event.

**Tuesday, May 25
2:30 - 8:00 p.m.**
Classrooms 1A/1B
John and Dorothy Morgan
Cancer Center

Bone Marrow DRIVE

**Please Help
610-402-0501**
to schedule an appointment

6 million people have already registered for the National Marrow Donor Program. Now patients who need a bone marrow transplant have a 70% chance of finding a life-saving match. But 70% isn't 100%. Please help!

- You must be age 18-60 and in generally good health.
- All it takes is a simple blood test to type your tissue and completion of a consent form.
- Your information goes into the National Marrow Donor Program Registry for possible matches with current and future patients.

THE CANCER CENTER
LEHIGH VALLEY

The hope we find in our experiences is



*When you get to
the end of your rope, tie a knot*

-Leo Buscaglia

Every year more than 30,000 American children and adults are diagnosed with stem cell transplants save many of them. Learn more about being a donor b

Hope

told through the writing on the wall



and hang on. And swing!

"Hope is the elevating feeling we experience when we see—in the mind's eye—a path to a better future." That path can take many forms, as you see in the stories lining the Hall of Hope in the John and Dorothy Morgan Cancer Center. They're patients' and caregivers' stories of courage, love and pain. These two new stories illustrate how people can rally for those who desperately hope for bone marrow transplants, even when they're strangers.

Julia Gogle's Hope: To Find a Donor

Julia Gogle's dreams are simple: to enjoy the scent of spring flowers, grow old with her husband, Roger, and see her children become adults. But Gogle's dreams hang on one factor: the hope of finding a bone marrow donor.

Gogle, patient care specialist in labor and delivery, was diagnosed earlier this year with myelofibrosis, or damaged bone marrow. Because she no longer makes red blood cells, she gets blood transfusions at least once a month. But the only cure is a bone marrow transplant.

Gogle turned first to her siblings and two children to find a donor (the best chance for a match), but none was her tissue type. She then went through the national bone marrow and stem cell registries—still no match. Undaunted, she turned to her colleagues at LVHNN, who organized a drive in May for her and others who need a transplant.

"I'm hoping for a match so I can see my children finish college, get married and give me grandchildren," Gogle says.

Gogle doesn't know yet whether the drive has produced a match, but she's hopeful, especially since her relatives were able to register. She also hopes people will continue to register through future drives or by contacting the HLA Registry. "There is always someone in need," she says, "and you might be a match."

Erin Alderfer



Julia Gogle cuddles a baby in labor and delivery. Gogle and her family have gotten inspiration from the Hall of Hope, as she hopes for a bone marrow transplant.

What's



**SEPT.
12**

Mark Your Calendar! Employee Picnic

Sun., Sept. 12 🌻 noon - 5 p.m.
Bushkill Park, Easton

Bring the family and join chief operating officer Lou Liebbaber (left), nursing education office manager Donna Stout (right), and Tootsee the Clown for rides, games, roller skating, bingo, food, face painting, music and special guests at this year's Employee Picnic.

**JULY
6**

Give Blood

6:30 a.m. - 4:30 p.m.

Tue., July 6

LVH-Cedar Crest
Anderson Wing Lobby, Classrooms 1,2 & 3

For more information, contact Beth Mavis at 484-884-2299.

**JULY
8**

Avon Calling

7 a.m. - 5 p.m.

Thu., July 8

LVH-Muhlenberg Visitor's Lobby

Avon products—personal care products, jewelry, toys and gifts will be for sale.

For more information, contact Beth Mavis at 484-884-2299.

**JULY
21**

Linen Sale

7 a.m. - 4 p.m.

Wed., July 21

LVH-Cedar Crest Anderson Lobby

Designer towels, pillowcases, mattress protectors and sheets for extra deep, juvenile and water beds will be sold.

For more information, contact Nancy Schmoyer at 610-402-8519.

**JULY
23 & 24**

BonTon Retail Associate Volunteer Outreach

7 a.m. - 5 p.m.

Fri. & Sat., July 23 & 24

Westgate Mall, Bethlehem

Help support LVH-Muhlenberg Pediatric Oncology. The BonTon at the Westgate Mall will be selling hot dogs, sodas and baked goods. All proceeds will be donated to LVH-Muhlenberg Pediatric Oncology.

For details, contact Stephanie Schweder-Kratzer at 484-884-9124.

**JULY
26 & 27**

Book Sale

7 a.m. - 5 p.m.

Mon. & Tue., July 26 & 27

LVH-Muhlenberg Visitor's Lobby

Usborne books for children will be for sale.

For more information, contact Beth Mavis at 484-884-2299.

**JULY
6**

Weight Watchers at Work

LVH-Cedar Crest, Classroom 1

Tuesdays, starts July 6 • 11:15 a.m. - noon

LVH-Cedar Crest, Auditorium

Tuesdays, starts July 6 • 4:45 - 5:30 p.m.

LVH-17th and Chew

Thursdays, starts July 8 • 11 - 11:45 a.m.

2166 S. 12th St. Thursdays, starts July 15 • 11 - 11:45 a.m.

LVH-Muhlenberg Mondays, starts July 19 • 11 - 11:45 a.m.

Payment of \$89 (payable by check or cash) is reimbursable through Choice Plus. Send check with registration form (located on **LVH List bulletin board**) to Lehigh Valley Hospital, Healthy You Programs, 3401 Fish Hatchery Rd., Allentown, Pa. 18103 (or interoffice). Indicate which session you plan to attend.

Register by June 28. Call 610-402-5700 for details.

**FOR
JULY 4**

A Salute to our Troops

For Sun., July 4

July 4 is a time to celebrate independence, and our bravest men and women are fighting for our independence every day. Some LVHNN colleagues currently are serving in the U.S. military, as are many colleagues' friends and family members.

For an updated list of those close to LVHNN who are defending our freedom, log on to the **Military Colleagues** e-mail bulletin board.

Happening at

Lehigh Valley Hospital and Health Network

**THRU
JULY**

Ornish Advantage Program Throughout July

A 6-session lifestyle change program focusing on the prevention of heart disease and better health through nutrition, exercise, stress management and group support.

Tuesdays, starts July 27 Health Center at Trexlertown
July 27; August 3, 10, 17, 24 and 31
1:30 - 4 p.m.

Thursdays, starts July 29 Health Center at Trexlertown
July 29; August 5, 12, 19 and 26; Sept. 2
6:30 - 9 p.m.

A special 3-session Ornish Advantage Program:

Saturdays, starts July 17 LVH-Cedar Crest Classroom 1
Sat., July 17 • 8 a.m. - 2 p.m.
Sat., July 24 • 8 a.m. - noon
Sat., July 31 • 8 a.m. - noon

A special Lehigh Valley Hospital employee fee is \$275. The community member fee is \$325. Pre-registration and pre-payment is required. This program is reimbursed through Choice Plus wellness benefit.

Please call 610-402-0193 for registration information.

**AUG.
- OCT.**

Cruisin' Alaska Fri., Aug. 27 - Tue., Sept. 7

Tour the Northbound Glaciers on this seven-night cruise with a four-night land tour.

For more information, contact Pamela Robson at 610-402-2266.

Let's Do Disney Sat., Oct. 9 - 16

Take some time off and enjoy Disney World with the LVHNN Recreation Committee.

For information, contact Sharon Bartz at 610-402-9008.

Meet LVHNN's New PHYSICIANS



Ardith Copeland, M.D.

DEPARTMENT Medicine
DIVISION General Internal Medicine
PRACTICE Eric Schoeppner, M.D., PC
EDUCATION University of California
RESIDENCY AND FELLOWSHIP Cooper Hospital/University Medical Center



Jeffrey Gold, D.O.

DEPARTMENT Family Medicine
PRACTICE Oley Medical Associates
EDUCATION Beaver College; East Stroudsburg University; Philadelphia College of Osteopathic Medicine
RESIDENCY Reading Hospital and Medical Center

Cedar Crest Expansion Lunch and Learn Sessions

Have lunch, check out the model and learn about the upcoming LVH-Cedar Crest expansion.

**All sessions will be held in the Jaindl
Family Pavilion, noon - 1 p.m.**

Tue., June 22; Wed., June 23; Thu., June 24; Tue., June 29;
Wed., June 30; Thu., July 1; and Fri., July 2

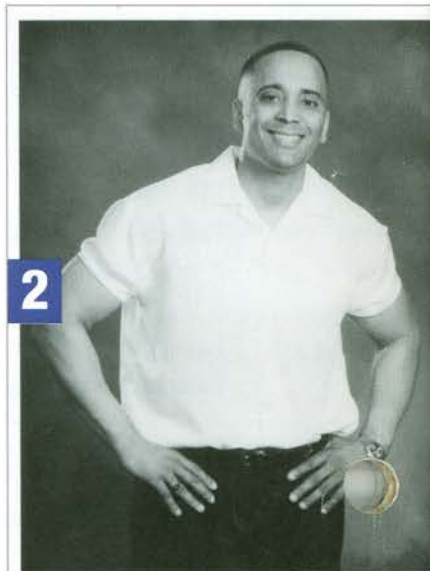


Read more about the expansion in this issue's insert.

1 Serenity Now Staff on 4C celebrated Nurses' Week with workshops that focus on the wellness of mind, body and soul. Amy Thomas, R.N., made "serenity" gift bags, and Iva Campbell, support partner, made yarn angel crafts for each staff member (as she does for patients). But that's not all—the unit also received a Friends of Nursing Unit Caring Award for creating a new amputee support group. The group donated \$500 of its prize to the program and \$500 to support its Nurses' Week activities.



2 Stand Up for Laughs I/S internet analyst Marc Juretus, I/S president for special events, performed at a stand-up comedy show at the Owls' in Emmaus and helped his department raise \$200 for the Sixth Street Shelter. Juretus has been a comedian for almost two years and performs to raise money for charities and makes guest "appearances" on 95.1 WZZO's Bearman and Keith show. Check out comedyblast.com for upcoming Juretus laughs.



Marc W. Juretus

3 Now New in the ED The reinvigoration of LVHVN's emergency departments is continuing. Starting this month, registrar Melissa Eyer of the LVH—Cedar Crest ED and her registrar colleagues at all three sites are able to collect insurance co-pays after the patient has been cared for, just like at a doctor's office. This will save patients from the hassle of receiving ED bills after they've returned home. Credit cards, debit cards or personal checks are accepted; cash will be accepted in the near future.

4 A Steady Diet of "5s" Dietitian Devayani Modak (left) serves up excellent customer service to colleagues like Karen Marzan, R.N., and department of surgery chairman Herbert Hoover, M.D. Clinical nutrition scored high marks on recent in-house satisfaction surveys, attaining average scores (on a scale of 1-5) of 4.36 from physicians and 4.07 from nurses.

5 On the Fund-raising Runway Lisa Medina, M.D., and Louis Spikol, M.D., stepped back into the Victorian era to help raise money for the Volunteer Center of the Lehigh Valley. Carrying the message, "volunteering is always in fashion," models represented various decades of garb. LVHVN sponsored the show and luncheon, which raised \$14,000 for the organization that connects volunteers with needs in the Lehigh Valley, hosts volunteer training and works with youth programs. Medina (center), Spikol (left) and Medina's 14-year-old daughter, Lauren (right), attended the fund-raiser with four nurses and staff members from their LVPG practice.



6 Chris' Crusaders An 18-year-old patient with cystic fibrosis who died on Christmas day motivated eight employees to join Great Strides, the Cystic Fibrosis Foundation's annual fund-raising walk. Christopher Campbell was a patient here when he was younger, but had been well for many years. Three months before he died, he returned to LVH—Cedar Crest where he was cared for in the pediatric and pediatric intensive care units. Calling themselves Chris' Crusaders are (pictured from left to right) Andy Brown, respiratory therapy clinical coordinator; Diane Begany, M.D. (kneeling); their son, Dylan; Cynthia Rock, R.N.; Pamela Johnson, R.N.; Maryann Godshall, R.N. (kneeling); and Christina Wignovich, R.N. The group, including Tina Henderschedt, respiratory therapist, and Loretta Gogel, R.N.; raised \$843. Second from the right is Carol Trunzo, production assistant in marketing and public affairs, and her sister, Cyndi Hager, who walked in support of Hager's children, Carolyn and Cole, who have cystic fibrosis.

7 Bringing Hope Together People and departments came together to bring hope to many through the Hall of Hope in the John and Dorothy Morgan Cancer Center. The seed came from Michael Kaufmann, M.D. (left), chair of the psychiatry department, after he had seen survivors' wall at Massachusetts General Hospital during a conference. Among the team members who brought the idea to life are (l-r) Gregory R. Harper, M.D., Ph.D.; physician in chief, cancer services; Harper's wife, Lorrie, vice president of educational activities, Society of the Arts, Allentown Art Museum; cancer survivors, Carole Moretz, Psy.D., psychologist in the Cancer Center, and Brenda Rocchino, facilities and construction designer; and Raymond Quinones, facilities mechanic (not pictured). The stories of courage and inspiration were unveiled during the Cancer Center's 10th anniversary celebration. See related story on pages 10-11.



Muhlenberg

Welcome To Our New Home

Stuart Paxton, senior vice president of LVH-Muhlenberg operations (far right), shows the hospital's new digs to physician leaders (l-r) Michael Ehrig, M.D.; Robert X. Murphy, M.D.; Brian Nester, D.O.; and Gregory Brusko, D.O. What's so new? The structure is now in place for a series of 20-foot-tall columns that eventually will be finished in limestone and granite to form the "arcade," a covered front entrance and walkway that will greet visitors and shield them from rain or snow. Topping the arcade will be 6-foot-high letters spelling out the words Lehigh Valley Hospital, making the entrance clear and visible to all who choose to seek the hospital's care.



Hall of Hope

Along this hall are the stories of patients, families and caregivers who have found hope.

The hopes they express are as diverse as the people who have been affected.

Hope is a powerful force for healing, and it is the heart of Lehigh Valley Hospital's commitment to making a positive difference in every patient's life.

Lehigh Valley Hospital is committed to giving hope to every patient by providing high quality diagnostic and treatment services, surgical expertise, state-of-the-art technology, expert use of the best treatments available, and, most importantly, caring, supportive doctors, nurses and caregivers.

These stories illustrate how cancer affects us all, and inspire us as a community to come together to support and care for the people we love.



Celebrating 30 years!

Linda Moyer, Executive Assistant

Most Memorable Moment Here

September of 1974 when the first patient was admitted at CC and I-78 (then Allentown and Sacred Heart Hospital Center). All those many years of preparation and suddenly we were "a hospital" with real patients. There have been so many memorable moments and people.

Other Units Where I Worked

Purchasing, pathology transcription, critical care and patient care services

My Inspiration at LVHNN

Working with Dr. Sussman and seeing his dedication to the hospital and this community has been a great inspiration. It always amazes me to think of how much has been accomplished during his tenure. It's a nice feeling to be proud when you tell people where you're employed.

Best Virtue

Honesty (sometimes to a fault)

Favorite Pastime

Shopping

Favorite Cafeteria Food

Pizza

30 YEARS

Mary Frank
Telemarketing/Market Research
Carl Kent
Materials MGMT—Info Technology
Linda Moyer
Executive Office

Dawn Sanderlin
7C Medical/Surgical Unit
Margaret Scarcia
Patient Accounting
Diane Taylor
Operating Room

Kevin O'Brien
Linen Room
Evalene Patten
Mental Health/Retardation
Karen Peterson
Adult Psychiatry Unit
Georgene Rogers
MedEvac

Eileen Sacco
5B Medical/Surgical Unit
Lori Schanz
Emergency Service—CC
Joseph Thomas
Radiology-Diagnostic
Lisa Warmuth
Diagnostic Care Center
Lawrence Weaver
Operating Room
James Zernhelt
Plant Engineering

Lisa deQuevedo
Invasive Cardiology
Amy Dixon
Home Health Services
Hoang-Oanh Do
Operating Room
Eric Gertner
Department of Medicine
Christopher Hand
Computerized Tomography
Jodi Hyndman
Operating Room
John Illingworth
Base Service Unit
Kimberly Kreitz
5B Medical/Surgical Unit
Valerie Kruzick
4C Medical/Surgical Unit

25 YEARS

Carolyn Abeles
Payroll
Loretta Goodwin
Pain Management
Barbara Kline
Info Services Operations
Kay Lawrence
I/S Financial & Admin Systems
Carol Maliken
ICCU/CCU
Gerald Stoudt
TNICU
Terrane Wolf
ICCU/CCU

15 YEARS

June
Priscilla Albenzi
Radiology
Robert Bauer
Security
Susan Blest
MICU/SICU
Michele Brown
Labor & Delivery
Alyssa Byrd
Hospice Unit
Karen Courtney
TNICU
Ruth Deturk
Open Heart Unit
Karen Deutsch
4A Medical Surgical Unit

Allen Smith
Aids Activity Office
Francine Sneska
Pediatric Unit
Christine Soday
Heart Station
Anthony Tarantino
Human Resources Administration
Carol Trumbauer
Transitional Skill Unit
Sherry Waselus
Labor & Delivery
Kimberly Yerger
Home Care-Skilled Nursing

10 YEARS

Stacy Howze
Info Services Administration
Barbara Johnson
The Guidance Program
Dawn Koroly
4 South
Louis Liebhaber
Office of COO
Nadesda Mack
Breast Health Svcs. Admin
Denise Mitchell
Spectrum Administrators
Jessica Schreck
Labor & Delivery
Beth Warg
ABC Family Peds

Stanley Kurek
Surgical Specialists/Trauma
Sarah Lichtenwalner
Patient Care Services—3S
Pamela Mack
Southside Family Medicine
Carmen Martinez
Patient Accounting
Jennifer McDonald
7C Medical/Surgical Unit
Luereane Mells
Info Services Operations
Glen Meyers
Information Services
Gina Neumann
Progressive Coronary Care Unit
Christine Quier
Marketing/Public Affairs
Vicki Rush
AMB Surg Unit—Staging
Carlene Schaffer
Neurological Surgery
Laura Williams
Respiratory Therapy

20 YEARS

Philip Balliet
Plant Engineering
John Boos
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Contracts/Products/Supplier Sv
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5 YEARS

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