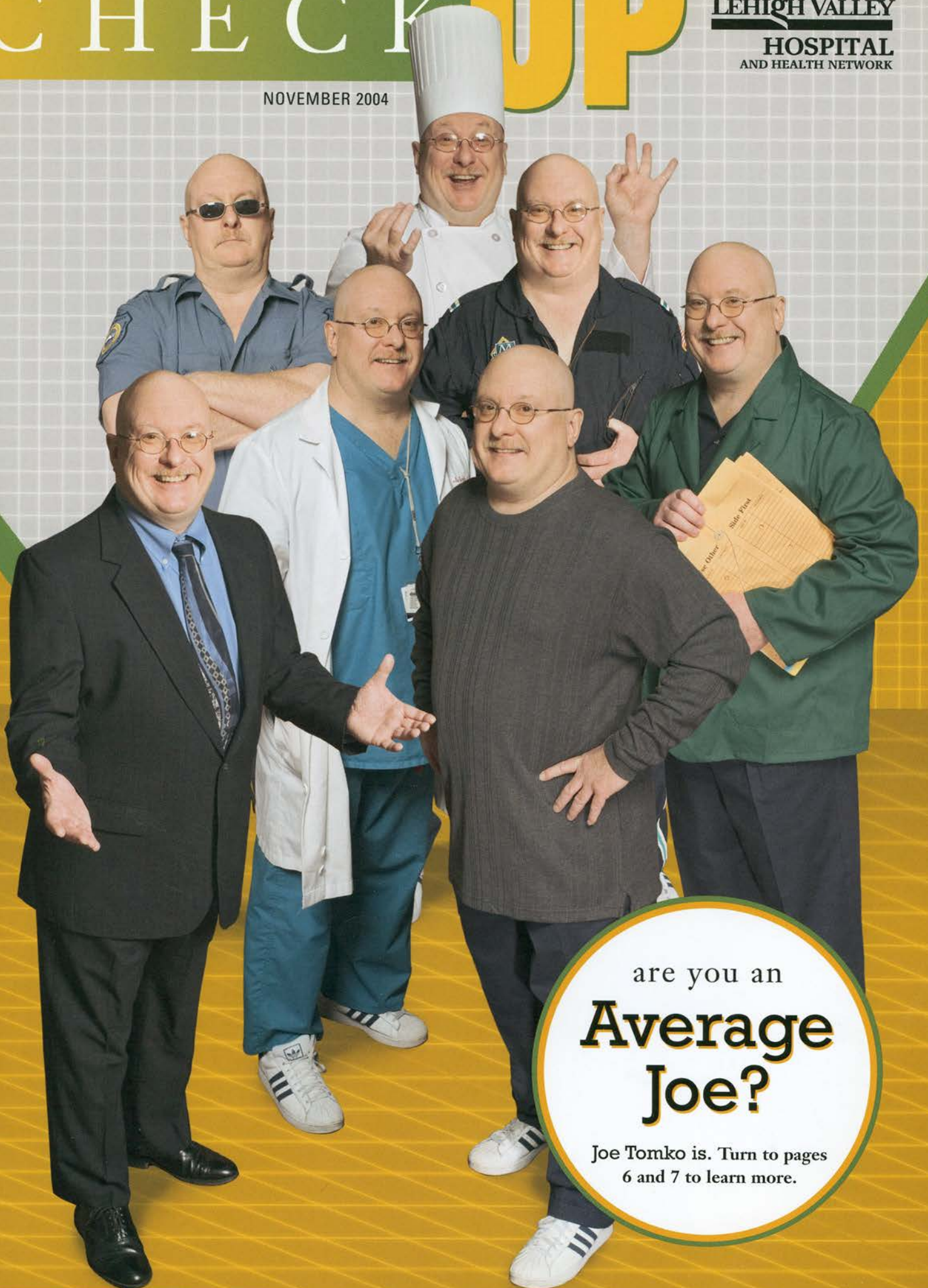


CHECKUP

LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK

NOVEMBER 2004



are you an
**Average
Joe?**

Joe Tomko is. Turn to pages
6 and 7 to learn more.



Forging Our Community's Trust

We earn trust by making the best use of our resources to care for our community

focus on
PRIDE

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Empathy

The lively conventions, the sound bites on the news and the red, white and blue signs on almost every Lehigh Valley lawn tell us it's election time. While national defense and security are items of great debate, so is health care.

Specifically, candidates at almost all levels of government, including both presidential hopefuls, are focusing on the rising cost of Medicare. Business leaders throughout our region and nation, who are battling with rising health insurance premiums, share that concern. And we're not immune. We've seen a 17 percent increase this year alone in providing health care coverage to you and your family.

This presents us with an ongoing challenge: continuing to be wise stewards of our costs. So far, we've done an exceptional job. We use scorecards to compare our costs to those of other hospitals, and we currently rank among the most cost-efficient teaching hospitals in the United States. We also use our energy and creativity to find cost savings through Working Wonders, and we've had 21 percent more ideas approved in fiscal year 2004 than in past years. That's outstanding.

But as hard as we've worked and as successful as we've been, we'll be asked to do an even better job this fiscal year. It's important for our organization, and it's paramount for our community, because when we control our costs, we're taking our community mission to heart. Our community puts its trust in us to provide the highest quality care in the most cost-effective way possible. They expect us to grow to meet the needs of their families today and in future generations, but to do so in a measured, cost-conscious way.

In this *CheckUp*, you'll read "The Average Joe's Guide to Finances," an easy-to-understand explanation of our fiscal year 2004 results. Our hard work resulted in a fiscal year gain of \$37.3 million, and all of that money is being reinvested in our community with new programs and facilities like our soon-to-open LVH-Muhlenberg building and our upcoming LVH-Cedar Crest growth initiative.

Our community trusts us to do the right thing. We'll do that by remaining ever vigilant. We'll keep looking for Working Wonders, both individually and as a team. Read on page 11 about an emergency department crew that found \$30,000 in savings and improved care for patients by changing the way they administer fluids.

We'll look not just in health care, but in everything we do, finding new ways to eliminate duplicate steps or invest in new technology that can save time and money in the long run. On our way, we'll continue to make sure every step we take saves money and improves the quality of care for our community.

There's one more thing you can do: vote on Nov. 2. In health care, we're all involved in our community, and voting is one of the most fundamental rights we share. There is much at stake this election for our nation and for health care, so let your voice be heard by voting for the candidates you trust.

Lou Liebhaber, Chief Operating Officer



You're Hired!

Receptionist Bernadette Mullins is the first person who families meet in the Center for Critical Care waiting room. She was hired last year as the first customer service ambassador in the palliative care program, helping families feel well cared for and comfortable.

Palliative care aims to meet the physical, emotional and spiritual needs of patients and their families. Supported by the program's Robert Wood Johnson Foundation grant, ethnographer Lynn Deitrich, R.N., Ph.D., studied the waiting room environment and asked about 160 families what they need. She learned they need a waiting room receptionist who does more than "buzz them into the unit"—they need support.

What's the value of getting the right people on the bus and in the right seats? Consider that 20 percent more families in critical care now complete satisfaction surveys and many wrote these glowing comments about Mullins:

"A special thank you and hug for Bernadette..."

"A godsend..."

"A protective mother hen—and a wonderful advocate..."

"She went out of her way."

"A real sweetheart with a personality that can't be beat..."

"She treated our family with total kindness."

An Ambassador's Resume

Bernadette Mullins
Center for Critical Care

Objectives

- To lessen the fear and anxiety of families facing stressful situations. I know how lonely you can feel when facing adversity and hope sharing my stories and anticipating their needs can help them.
- Greet visitors, provide updates, hand out badges and pagers, monitor visiting, give directions, assign sleep rooms for overnight stays, guide to cafeteria, distribute satisfaction surveys—always with a smile
- Share tears, hugs, sadness and joy
- Serve as liaison between families and the care team

Qualifications

- Patience, understanding, empathy
- Belief that families are as important as patients
- Ability to react quickly to changing situations
- Capacity to remember names and faces
- Good listening and communication skills
- Willingness to become involved with families and share their fear and pain

Experience

Customer service

- Client service representative with Guardian Life Insurance; taught me how to exceed expectations
- Disney Institute training in customer service; taught me the value in taking extra steps and following through on promises

Personal

- Cared for parents, George and Christine Anthony, who each struggled with illness. My family and I were there for my father through Alzheimer's disease and moves to a nursing home and hospice.
- Raised sons, Thomas and Brian, and a daughter, Aimee, with my husband. Aimee has taught me important lessons in life—she has been more than a survivor since her legs were amputated on her first birthday. As a family, we stared adversity in the face—she is now 29 and a successful model, actress, motivational speaker and record-setting track star, featured in *Rolling Stone* and *People Magazine* and on "Oprah," "Dateline" and "Rosie."

Erin Alderfer

Do You Need a Life Coach?



Your Issue:

You yearn for something more—maybe it's setting a career goal, pursuing a personal passion, rising with a special purpose each day. Whatever it is, you need more time for yourself. Where do you begin?

Robin Chase Says:

Pursue your dream, and you'll be a happier person, a more productive and efficient employee, and a better friend, spouse or parent.

- Ask yourself if you've done everything you've wanted. What do you wish you could have accomplished?
- Write down five small steps you can take *this week* to start pursuing your goal.
- List supportive friends and contact them when you doubt yourself.
- Be flexible. Your goal may change as you change. We constantly are learning something new about ourselves.
- Clean out your closets. Really. Eliminate clutter and energy drains that sidetrack you from your goal.
- Remove "should've, would've and could've" from your vocabulary. Instead, say, "I will."

Robin Chase is a life coach at Preferred EAP. She can help you get what you want out of life through frequent phone sessions. She'll help you outline your goals and help you define specific strategies to reach these goals. The service is available at no charge to all employees through Preferred EAP—call her at 610-433-8550.

Her Inner Voice Paged

Page operator Rosanne Bunduka took control of her health and answered her own call to become an EMT

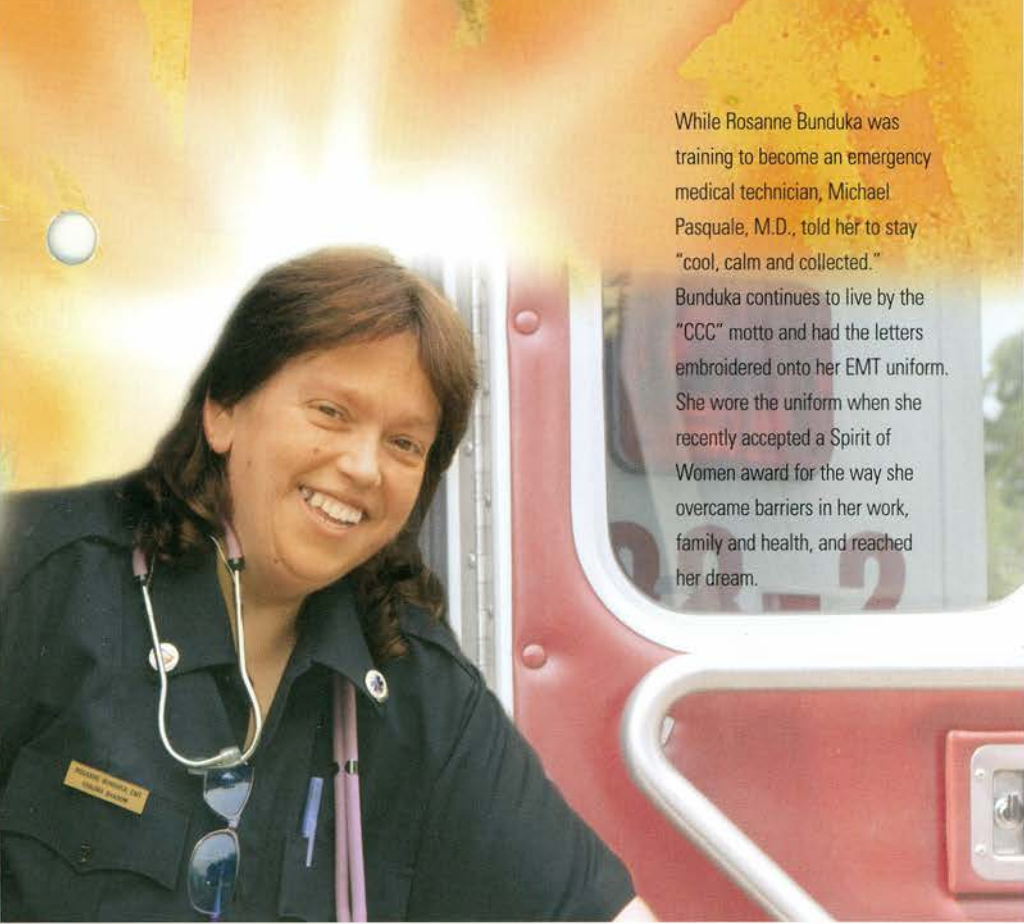
Rosanne Bunduka is a familiar voice to the trauma team. As a page operator, she alerts doctors and nurses when a critically injured patient arrives.

But Bunduka's inner voice had a different message. She dreamed of being on the front lines as an emergency medical technician. At first, her dream seemed out of reach. Lymphedema caused swelling in her legs and ankles, making it difficult and painful to move. An overload of insulin from a pancreatic dysfunction caused her to be dangerously overweight.

But she listened to her inner voice and found a mentor in trauma surgeon Michael Pasquale, M.D., who told her, "If you *want* this, you can do it." So, she began training with the trauma team. Her pain intensified. She collapsed twice. "I felt like I needed oxygen more than the patients," she says.

But Bunduka kept on. Her passion to care for others comes from her mother, who was a nurse, and her aunt, Karen Gehman, who works in a nursing home. So Bunduka persevered, even while working nights and raising her daughter, Grace,





While Rosanne Bunduka was training to become an emergency medical technician, Michael Pasquale, M.D., told her to stay “cool, calm and collected.” Bunduka continues to live by the “CCC” motto and had the letters embroidered onto her EMT uniform. She wore the uniform when she recently accepted a Spirit of Women award for the way she overcame barriers in her work, family and health, and reached her dream.

as a single mother. In fact, Bunduka got creative. “My Aunt Karen and I designed our homes to connect at Grace’s bedroom,” she says. “Now someone is always home to care for Grace.”

Just when Bunduka found the right balance, her doctor delivered devastating news: “Your medications are no longer working. Your life is in danger.” “I lost my mother at age 16 and can’t bear to leave my daughter alone,” she says.

She took on the next hurdle, had surgery to cure her pancreatic dysfunction and lost 140 pounds. And on her 35th birthday this year, Bunduka reached her dream. The sky was the limit as she flew with University MedEvac. When Bunduka returned to the hospital, she was greeted by her teacher. “I’ll never forget his words,” Bunduka says. “*Well done, student. Well done.*”

Today, as Bunduka volunteers as an EMT, she inspires others to reach their dreams. She tells them: “A disability is *not* a stop sign, it’s only a detour.”

Sally Gilotti

More Inspiring Women

These Spirit of Women award winners have created a life they love. Jennie Gilrain of Bethlehem builds bridges between the Latino and Anglo communities through theater. Special education teacher Susan Roberts Bolash has coached Special Olympics, tutored prisoners and raised funds for children. Nika Belcastro sings, tells stories and entertains children in need. Read their stories at www.lvh.org/SOW/Winners.

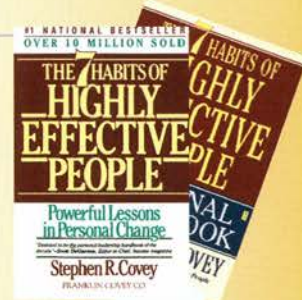
Want the Good Life? *Read!*

Looking to make positive changes in your work, family and health?

These books can help— whether it’s tackling life with zest, finding extra energy, simplifying your days, being more efficient or living in the present.

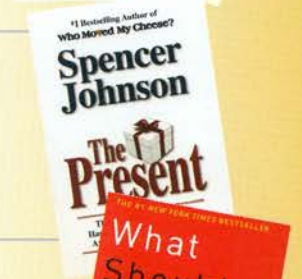
The 7 Habits of Highly Effective People and its Workbook

by Stephen R. Covey



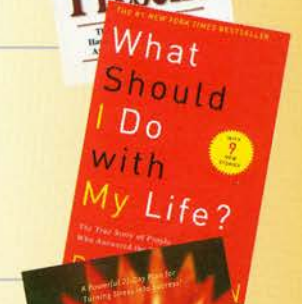
The Present

by Spencer Johnson



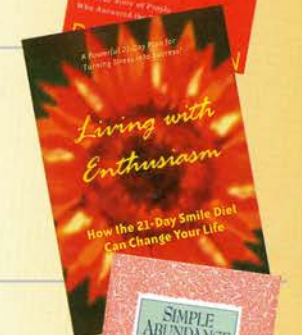
What Should I Do With My Life?

by Po Bronson



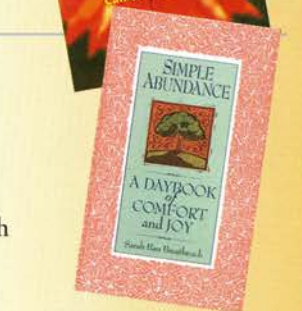
Living with Enthusiasm

by Mary Marcdante



Simple Abundance: A Daybook of Comfort and Joy

by Sarah Ban Breathnach



The Average Joe's Guide to Finances



Joe Tomko approves this easy-to-understand guide to our bottom line

You're probably up to date on the latest medical technology, but if you're like many of us, it's financial lingo that keeps you guessing. If balancing your check-book at home leaves your head spinning, just think of what it's like at an organization as large and complex as LVHHN.

Is it worth it to make sense of it all? You bet. Because LVHHN's bottom line helps the hospital fulfill its mission of caring for the community. So we've enlisted the help of Joe Tomko. He's an Average Joe, just like you. He's worked as an LVH-Cedar Crest pharmacist for 28 years and knows what it's like to scrimp and save to put children through college. And he's read this story—just to make sure we put the hospital's finances in plain language we all can understand.



Making the Budget

When Joe makes the budget at home, it means he has enough money to pay his monthly bills. He may even have some left over to buy his favorite meal—steaks for the grill. And he maintains a savings account for his children's college fund, where he's deposited every pay increase he's received since 1986.

It's not too much different at the hospital. Your department's day-to-day bills, like your salary or the cost of supplies, comes from the hospital's **operating budget**. The hospital also maintains a **capital budget** for long-term costs. The hospital's **savings account** helps to fund large equipment purchases, like a linear accelerator to deliver precise radiation treatments for cancer patients, and expansions like the ongoing LVH-Muhlenberg project.

Call Him Bond

Joe Bond, that is. When Joe needs a new car, a good credit rating gets him a low interest rate and lower monthly payments. When LVHHN needs to expand, it needs a good **bond rating** (like a credit rating) to receive the tax-exempt bonds (money) needed to finance large projects. The hospital's bond rating is A (strong), which means lenders feel comfortable leading money for projects like the upcoming LVH-Cedar Crest expansion. Those projects keep our hospital facilities newer, cleaner, safer and more modern than most hospitals in the state and nation.





Boy, How We've Grown

It currently costs \$3,043,562 to run LVHHN for just one day. But it's no wonder. Our network is like a city, and with 7,500 employees, our workforce is *three times* the population of a small borough like Coopersburg. In fact, if all of our employees lined up hand-in-hand, the line would stretch seven-plus miles, from the entrance of LVH-17th and Chew to the entrance of LVH-Muhlenberg.

Hmmm, What to Do With Our "Profit"

We're a **nonprofit organization**, so we reinvest that money back into the community to provide new services, programs, capital assets and care for all regardless of ability to pay. The end result: a healthier community.

Remember Your Role

Your courtesy makes a big difference. Why? Because the number of inpatient and outpatient **admissions**, or community members we treat, impacts our financial health. So when you clean a room in less than 60 minutes or introduce yourself to a patient, you make a difference. That patient is likely to tell friends and neighbors about your great care. You also can keep an eye on costs while delivering great care. Joe does it often—he calls a unit before mixing expensive medications to be sure the prescription is still needed. "One phone call can save thousands of dollars," he says.



The Bottom Line: We're Tops!

Check out our spectacular results for fiscal year 2004

Revenue—income from patient care services: \$783.1 million

Expenses—what we spent to provide patient care services: \$754.8 million

Net Margin—our money left over, or "**profit**," after subtracting our expenses from revenue: \$37.3 million

What's the Expense?

Here's where we spend our **revenue** each year:

Salaries and benefits—Your take-home pay and health care: 51 percent

Supplies—Gloves, masks, scrubs—things you need to do your job: 18 percent

Purchased services—Housekeeping, cafeteria services and other subcontracted areas: 12 percent

Other—Interest, depreciation and costs of doing business, such as utilities and insurance: 19 percent

Here's Your Reward

There's another reward tied to financial success and patient satisfaction—a Shared Success Plan bonus for each employee who totally meets expectations on performance evaluations. What to do with your bonus? Joe saves them every year. "I'd like to build a cabin in Clinton County someday," he says, "but I'm waiting until my daughter finishes her first year of college."

Kyle Hardner

Want to know more about LVHHN's 2004 financial performance? Attend an employee forum. See What's Happening (pages 12-13) for a list of remaining forums.



Full-Body Protection

The recent tragedy in the emergency department has us asking about our security. Part of keeping you safe is not revealing all our operations. But we can give you a head-to-toe look at our force's makeup.

SECURITY OFFICER: Aaron Snyder
AGE: 37
YEARS ON THE FORCE: 13
HOW HE STAYS ACTIVE AND ALERT: Black belt in martial arts



**See suspicious behavior?
Call security at
610-402-8220.**

Security guards are the eyes and ears. They constantly watch with assistance from 57 security cameras, located inside and outside. They know who's coming and going, and recognize suspicious behavior.

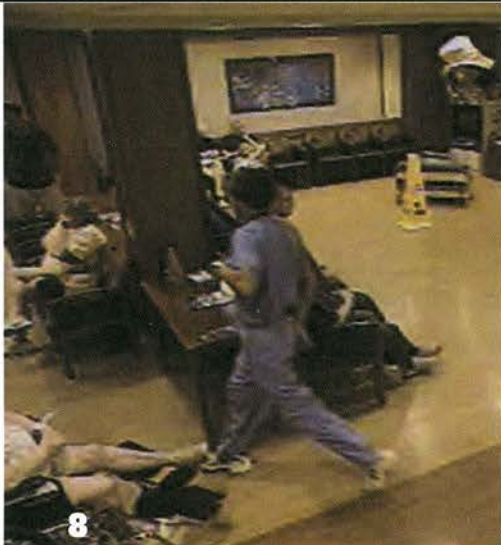
You can identify a security officer by his/her shield. Our security team is the size of a small police force with 30 personnel. In fact, 10 have police training.

Officers easily reach their pepper spray to keep hostile people under control. They don't carry firearms because a bullet can penetrate several drywall layers, creating an unsafe atmosphere for patients, visitors and employees. Security, however, is exploring alternatives to firearms.

Security officers are trained in self-defense and swift use of their handcuffs.



Eyes Wide Open When crisis shook the ED, colleagues were rock-steady



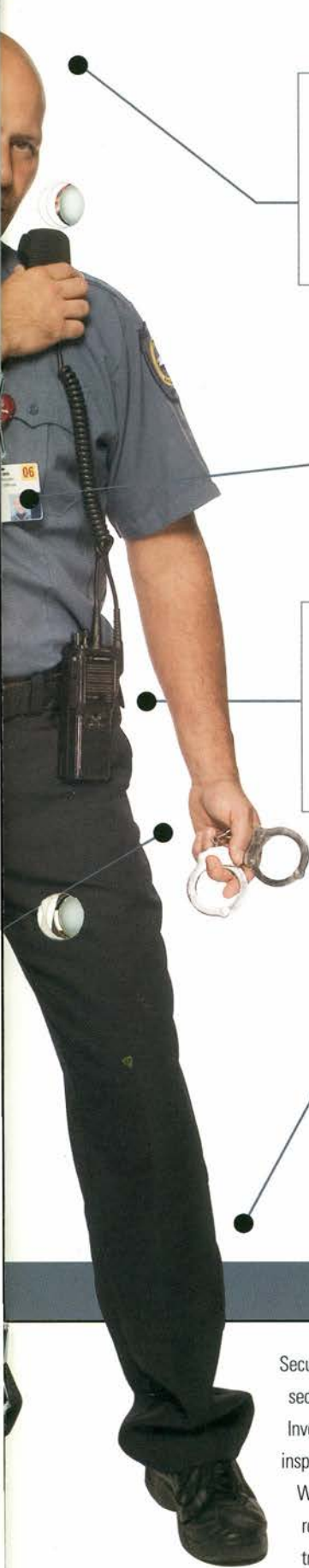
Aug. 12, 2004, approximately 3:50 p.m. ...

It is a typical day in the emergency department: telephones are ringing, staff is tending to patients and televisions are babbling in the waiting room...until a man in the waiting room asks to speak to a manager.

Registrar Melissa Eyer calls Eric Bubbenmoyer, R.N., core charge nurse. The man is pacing as Bubbenmoyer offers a handshake. Without responding, he puts his driver's license in Bubbenmoyer's pocket and says, "This man is an organ donor and has O positive blood. He will be in the bathroom in five minutes."

"Sir, I don't understand," says Bubbenmoyer, following him to the bathroom. As the man walks into the bathroom, Bubbenmoyer sees him take a gun out. The man turns the weapon on himself, and the shot echoes.

Relying on his training, Bubbenmoyer quickly asks Eyer to call security, while he calls 911. He calmly directs people in the waiting room to the neighboring family room. He alerts trauma staff and forms a resuscitation team.



Security officers have intelligence to keep us safe. They are trained in procedures created by the Secret Service to deal with hostile and armed people, and are required to be re-certified in hospital security every three years.

All employees are issued military-style identification badges, designed to control access into locked areas. To insure safety, they cannot be duplicated.

Radios keep security officers in communication with each other and local police when they need backup. Security also has a direct telephone connection with the Lehigh County emergency center.

Security officers are quick on their feet. They constantly are patrolling the hospital campuses for suspicious activity and are available to those who need help—and they respond to any call in less than two minutes. (There are also emergency call boxes in the parking lots).

Security arrives and secures each door. Investigator Frank Paulson inspects the restroom. When it's safe, the resuscitation team transports the man to trauma, but is unable to

revive him. Senior managers and public affairs staff set up a command post to assess the incident and respond to media inquiries.

Barbara Rutt, manager, pastoral care, counsels people in the waiting room. She discovers a man, who ran from the bathroom, is shaken. He says he is concerned his blood pressure is high and checks into the ED.

The next day ...

A management team discusses the incident, reviews what happened and talks about new emergency codes and security initiatives, including the possibility of metal detectors.

Ask Security

Why doesn't the hospital have metal detectors?

Finding a balance between maintaining a warm, welcoming hospital and keeping us safe is difficult. Metal detectors can be cumbersome and limit public access. However, other hospitals have used them successfully, and we're researching whether they would be beneficial here.

What happens if there is a terrorist alert?

Security would ensure no cars are left unattended at the main entrances, check people and their bags before they enter the hospital and increase their patrols. The hospital also has formed a preparedness plan with local emergency partners.

How is safety considered when hiring employees?

Criminal history checks are conducted on every employee before he or she can start working. Potential employees also take an in-depth test to assess their personality, values and work ethic. Human resources contacts their references and past employers.

Sally Gilotti and Joe Candio Jr.

Two days later ...

Colleagues voluntarily attend Critical Incident Stress Debriefings. The nationally known program offers a forum for talking about their feelings and suggestions for coping.

"I couldn't be any prouder of the staff and the way they performed," says Rick MacKenzie, M.D., vice chair of emergency medicine. "This very disturbing episode literally took the ED off its stride for 15 minutes. But staff knew what to do."

Is That Me?



A retired nurse took a second look at a historic photo on the wall— and made a surprising discovery

Jean Carey was picking up her neighbor—who was recovering from outpatient surgery at LVH-17th and Chew—when she stopped at the information desk and quickly was taken aback. Hanging above the desk was a large framed photo of her and her daughter from five decades ago.

“I was astonished,” says Carey, 79. The photo showed Carey watching her 4-year-old daughter (now 55) reach up on her tiptoes to hand a bouquet of flowers to a volunteer, sitting behind the desk. Carey doesn’t recall why they were at the hospital or for whom they were bringing the flowers.

But Carey’s connection to LVH lasted longer than this Kodak moment—she actually was a nurse here for more than 50 years. Carey graduated from Allentown Hospital School of

Nursing in 1946 and later attended the Allentown Hospital School of Anesthesia. It was a time when few nurses became nurse anesthetists, and she had to stay at the hospital when she was on-call, away from her two young daughters. But, she excelled in anesthesia and was chief nurse anesthetist for 18 years before retiring in 1995.

Her daughter, Linda Foss, basically grew up at the hospital and then followed her mother’s pioneering footsteps. Foss has been an operating room nurse for 35 years at LVH-17th and Chew, where she is now a clinical operations manager. Some days, she and her mother worked side-by-side in the operating room.

Having a special connection to the hospital, Carey couldn’t wait to call her daughter and

share the news of her discovery. Soon, Foss and her ambulatory surgical unit colleagues gathered in the lobby to take a closer look at the photo that had been hanging there for about a year. “I go by there quite often, but I didn’t realize it was me and my mother,” Foss says.

Seeing the print has stirred memories for Carey about her own mother. It was her mother who encouraged her to go into nursing, despite her interests in becoming a hairdresser. Her mother also watched her daughters when she had to work long hours. Today, Carey often reflects with former colleagues as an active member of the Alumni of Allentown Hospital. “I loved it all of those years,” Carey says. “Sometimes I wish I were still there.”

Sally Gilotti

1954

Jean Carey, 29, and her 4-year-old daughter, Linda, were visiting a patient at the Allentown Hospital (now LVH-17th and Chew) when they had their photo taken. They were greeted by volunteers called “gray ladies,” because of their gray dresses.

Today

Today, receptionist Patricia Rodríguez (above, left) always wondered who was in the photo above her information desk. Now she knows and enjoys telling the story of Linda Foss, R.N. (middle), and her mother, Jean Carey, to those who visit LVH-17th and Chew.

SERVICE STAR *of the* MONTH

When a patient didn't show for her 8 a.m. colonoscopy appointment, ambulatory staging unit administrative partner Michele Fernandes became concerned.

"Michele called the number on the pre-admission report to check on the patient," says Joanne Bartish, R.N., clinical supervisor. "The patient's son told Michele that she lives in the apartment complex next to LVH-Muhlenberg and would walk to the hospital for her exam."

Fernandes busily processed the information and called the patient's home again. The constant ringing disturbed Fernandes, so she called the woman's son again. Her daughter-in-law answered and assured Fernandes they would drive to the patient's apartment.

At 9 a.m., the ASU phone rang. The patient was found lying beside her bed, unable to get up. Fernandes immediately instructed the patient's daughter-in-law to call 911. The patient was rushed to the ED and admitted to the ICU, where she still is undergoing treatment.

"Michele could have stopped her inquiry when she received no answer on her initial call," says Bartish. "Her mounting concern and persistence got this patient the emergency care she needed."

Joe Candio Jr.



Michele Fernandes, administrative partner

SERVICE STAR

Congratulations to Award Nominees

Theresa Godshall, C.R.N.A., Lehigh Valley Anesthesia
Nominated by Frederick Ackler, administrative director

Wesley Godown, specialist, supply distribution services
Nominated by Trevor Achenbach, PSNA, PICU/ED

Joanne Mann, R.N., Hospice
Nominated by Bonnie Schantzenbach, medical records technician, home care and hospice

Patricia Trubilla, R.N., clinical coordinator, Hamburg Family Practice
Nominated by Ilana Rachshut, M.D., Hamburg Family Practice

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



Maureen McDonough, R.N. (left) and Donna Formica-Wilsey, R.N. (right), of the LVH-Cedar Crest emergency department, are members of the team that earned the "Working Wonders Idea of the Year" for the \$30,000 it saved.

WORKING WONDERS

What does it take to get the Working Wonder of the Year?

A commitment to quality care, a dash of creativity and a huge helping of team spirit. That's why Donna Formica-Wilsey, R.N., and her team scored this year's most outstanding idea.

It started with an article in an emergency medicine newsletter. When Formica-Wilsey of the LVH-Cedar Crest emergency department (ED) read it, she wondered if it was possible to use a saline lock instead of an IVF bag to deliver fluid to ED patients.

"With the bag, some patients who didn't need fluid received a constant amount of it anyway, putting them at risk for fluid overload," she says. "The saline lock allows us to deliver fluids to a patient only if necessary."

It's an idea other colleagues shared, so Formica-Wilsey pooled everyone together to turn this Working Wonders thought into reality.

Joe Candio Jr.

How It Adds Up

IDEA Saline/heplock bags on patients rather than IVF bags
BY Kimberly Bartman, R.N., patient care coordinator, 4C medical/surgical unit; Donna Czonstka, R.N., 5C medical/surgical unit; Donna Formica-Wilsey, R.N., emergency services; Maureen McDonough, R.N., emergency services; Susan Newhard, director, ACU/PCCU; Anna Marie Smereka, R.N., LVH-Muhlenberg ED; Lisa Spohn, R.N., medical/surgical unit.

ESTIMATED ANNUAL REVENUE \$30,667

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).

What's Happening at LVHHN



The Influenza Vaccine: Know the New Guidelines

Employee health nurse Janice Kiefer, R.N., is here to protect you and your patients this influenza season. Due to an anticipated shortage of the influenza vaccine, it's a priority that colleagues who deliver **direct patient care** get vaccinated. "It is crucial that our health care workers are protected this year so our patients are protected, too," says employee health manager Carol Guanowsky. Vaccinations are also recommended for:

- Colleagues who will be pregnant during influenza season
- Colleagues who are out-of-home caregivers and household contacts of children under 6 months
- Colleagues age 65 or older
- Colleagues ages 18-64 with chronic underlying medical conditions

If you meet one of those guidelines, vaccines are available *while supplies last* by visiting the employee health office during the following walk-in hours. A mobile vaccination unit also will visit various patient care units; check the LVHHN bulletin board on e-mail for more or call employee health at 610-402-8869.

LVH-Cedar Crest

Mon. 7- 8 a.m. and
1:30 - 4 p.m.
Tue. 1 - 3 p.m.
Wed. 7:30 - 8:30 a.m.
Thu. 1:30 - 4 p.m.
Fri. 7- 8 a.m.

LVH-Muhlenberg

Mon. 1:30 - 4 p.m.
Tue. and Thu. 7 - 11 a.m.
Wed. 2 - 4 p.m.
Fri. 8 - 10 a.m.

LVH-17th and Chew

Tue. and Thu. 7 - 8:30 a.m.

Nov.
2

Building on a Strong Foundation The 2004 Employee Forums

President and CEO Elliot J. Sussman, M.D., COO Lou Liebhaber and senior VP Stuart Paxton walk you through the past year and what's ahead. Just for attending, you can choose a portfolio, long-sleeved LVH T-shirt or beverage jug, and enter a drawing for a limo ride and fine dining, a Hershey Park family getaway, a 30-day LVHHN VIP (premier parking space, free lunches and gift shop credit) or a Glasbern Inn getaway.

Tue., Nov. 2

8 a.m. (LVPG only)
3:30 p.m.

ABC Peds, Riverside
ECC #1

Nov.
3

Where to Step In Part I Wed., Nov. 3

- EAP Training for Managers and Supervisors

9 - 11 a.m.

Participants learn the components of the Preferred Employee Assistance Program and how to use it as a management tool, particularly when managing difficult employees.

For details, call 610-433-8550.

Nov.
4

Shop 'Til You Drop Thu., Nov. 4

Visit the Lancaster Outlets with the Recreation Committee. For details, call Missy Cope at 610-402-5700.

Nov.
8

Give Blood Mon., Nov. 8

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

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

Nov.
10

Sterling Silver Jewelry Wed., Nov. 10

8:00 a.m. - 5:00 p.m.

LVH-Muhlenberg Lobby

You'll find chains, pendants, charms and more. For details, call Beth Mavis at 484-884-2299.

Nov.
18

Creating a Culture of Respect Thu., Nov. 18

9 - 10:30 a.m.

A positive work environment enhances productivity, morale and employee relations. You'll gain an understanding of diversity and learn how to work together. For workshop details, call Preferred EAP at 610-433-8550.

Nov.
18 & 19

Creative Glass Work Thu., Nov. 18 & Fri., Nov. 19

7:00 a.m. - 4:00 p.m.

LVH-Muhlenberg lobby

Custom-designed jewelry, unique gifts and stained glass by Jamie Covino will be sold. For details, call Beth Mavis at 484-884-2299.

MAY
19

Facilitation Workshop Fri., Nov. 19

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

LVH-Muhlenberg, Banko 1 & 2

Learn how to become an effective leader and facilitator. E-mail gwen.rosser@lvh.com to register.

Meet LVHHN's New PHYSICIANS



Sumon K. Agarwala, M.D.

DEPARTMENT Medicine
DIVISION Endocrinology
PRACTICE LVPG-Endocrinology
EDUCATION
Stevens Institute of Technology
UMDNJ-New Jersey Medical School
RESIDENCY
Thomas Jefferson University Hospital
FELLOWSHIP
Robert Wood Johnson University Hospital



Aaron D. Bleznak, M.D.

DEPARTMENT Surgery
DIVISION General Surgery
PRACTICE
Oncology Specialists of
Lehigh Valley
EDUCATION
Franklin & Marshall College
Jefferson Medical College
RESIDENCY
Montefiore Medical Center/
Albert Einstein College of Medicine



Christopher C. Copenhaver, M.D.

DEPARTMENT Pediatrics
DIVISION Pediatric Subspecialties
PRACTICE
Allentown Asthma and Allergy
EDUCATION
Dickinson College
University of North Carolina
RESIDENCY
University of Rochester
FELLOWSHIP
University of Wisconsin



William T. Ford Jr., M.D.

DEPARTMENT Medicine
DIVISION General Internal Medicine
PRACTICE LVPG-Hospitalist
EDUCATION
University of Scranton
Medical College of Pennsylvania/Hannemann
University School of Medicine
RESIDENCY
Lahey Clinic Medical Center



Eric A. Goldman, D.O.

DEPARTMENT Anesthesiology
DIVISION Pain Medicine
PRACTICE
Pain Specialists of Greater
Lehigh Valley
EDUCATION
Upsala College
University of Health Sciences
College of Osteopathic Medicine
RESIDENCY
Union Hospital



Daniel D. Lozano, M.D.

DEPARTMENT Surgery
DIVISION
Trauma-Surgical Critical Care/
General Surgery
PRACTICE
Surgical Specialists of the Lehigh Valley
EDUCATION
Whittier College
University of California-San Francisco School
of Medicine
RESIDENCY
University of Nevada School of Medicine
University Medical Center
FELLOWSHIP
University of California-San Diego
Medical Center



Chris A. Lycette, M.D.

DEPARTMENT Surgery
DIVISION Neurological Surgery
PRACTICE
Neurosurgical Associates of LVPG
EDUCATION
University of Massachusetts
Columbia University School of Physicians &
Surgeons
INTERNSHIP/RESIDENCY
David Geffen School of Medicine at UCLA
FELLOWSHIP
Cedars-Sinai Institute for Spinal Disorders



Prasant Pandey, M.D.

DEPARTMENT Medicine
DIVISION Cardiology
PRACTICE The Heart Care
Group, P.C.
EDUCATION
Pennsylvania State University
Pennsylvania State University
College of Medicine
RESIDENCY
University of Pittsburgh
Medical Center
FELLOWSHIP
University of Pittsburgh
Medical Center



Anurita Jajoo, M.D.

DEPARTMENT
Radiology-Diagnostic
Medical Imaging
DIVISION Diagnostic Radiology
PRACTICE Medical Imaging
of LV, P.C.
EDUCATION
University of Rajasthan, Jaipur, India
Sawai Man Singh Medical College
RESIDENCY
University of Florida Health Science Center
FELLOWSHIP
Mayo Clinic Jacksonville



Dan Popescu, M.D.

DEPARTMENT Medicine
DIVISION
Hematology-Medical Oncology
PRACTICE Shah & Giangiulio
EDUCATION
Mihai Viteazul College for Math and Science
Carol Davila University of Medicine
and Pharmacy
RESIDENCY
Pinnacle Health System
FELLOWSHIP
Milton S. Hershey Medical Center



Sultan M. Siddique, M.D.

DEPARTMENT Medicine
DIVISION Cardiology
PRACTICE The Heart Care
Group, P.C.
EDUCATION
Brooklyn College
New York University School
of Medicine
RESIDENCY
Temple University Hospital
FELLOWSHIP
University of Pittsburgh Medical Center

1 We've Hit the Hot 100

LVHNN has been selected as one of the 100 Best Places to Work in Pennsylvania—and one of the 50 best “large-sized” companies (more than 250 employees) to work for—by the *Central Penn Business Journal*. The prestigious ranking follows the great results of our employee satisfaction survey. Colleagues like Betty Ramaley, R.N., of the LVH–Muhlenberg post-anesthesia care unit, and her sister, Peggy Marazi, R.N., of the GI lab, said they'd recommend a friend or family member to work here. We'll learn our official Top 100 ranking at an end-of-month award ceremony in Hershey.



2 A Night of Splendor

More than 1,500 people gathered at Mack Trucks World Headquarters for Mechanics of the Mind at Nite Lites, a futuristic black-tie gala attracting more than \$1 million to support neuroscience programs. Among the guests (left to right): Nancy Bell; Kim Hitchings, R.N., and husband Jim Rieger; Brenda Troxell and husband Bob; Terry Burger, R.N. (standing), and husband Vince; Fran Miranda and husband Sam; and Georgene Saliba and husband Joe. Next year's 10th anniversary Nite Lites gala will benefit nursing.



3 Hey, You're an Average Joe, Too!

When *CheckUp's* Joe Candio Jr. e-mailed every fellow Joe at LVHNN to ask, “Are you an Average Joe?,” several responded and agreed to participate in this month's “Average Joe” article. Here's a sampling of the crew: (left to right) Joe Rycek, MedEvac chief flight nurse; Joe Ottinger, clinical pharmacist; Joe Carazo, 5B technical partner; and Joe Bessing, pastoral care's associate chaplain. So, what makes our chosen one, Joe Tomko, so special? He was the first to respond.



4 Two Hearts Beat as One

Involvement in the American Heart Association's Heart Walk grew this year thanks to Valley Preferred. In all, 18 colleagues walked and surpassed their team goal, raising \$3,000. The first-time team was led by Valley Preferred's sales and marketing coordinator Tina Werkheiser. They were joined by 120 walkers on Team LVH, led by chairman Harry Lukens, chief information officer. The two teams raised more than \$20,000.

5 Rooftop Rescue

As Hurricane Ivan drenched the region, Vicki McIntosh, a technical partner, turned onto Kressler Road amid a sea of water. Her car stalled and flooded, so she climbed through the moonroof and called 911. After her rescue, her husband, Mark, a surgical technician at LVH–17th and Chew, drove her to work, where she completed her shift in the staffing office.

6 School Rules!

Mary Beth Sprankle, R.N., LVH–Muhlenberg behavioral health, and volunteer Anne Versage recently spent 10 hours sorting through boxes of school supplies donated by LVHNN staff. The Professional Nurse Council ran Operation School Supply and collected 12 boxes of rulers, crayons, paper and more for Bethlehem's and Allentown's inner-city schools.

7 Policy Movers and Shapers

With the Pennsylvania Legislature facing health care issues that could impact LVHNN, House Speaker John Perzel (left) and Rep. Doug Reichley visited LVH–Cedar Crest to share their insights. They provided updates and answered questions from senior management and physician and nursing leaders on MCARE abatement, liability reform, certificate of need and reimbursement issues.



Muhlenberg

Ready to ROC and Roll

Construction at LVH-Muhlenberg continues on schedule for a planned March 2005 opening, with 90 percent of the exterior work and almost all of the interior drywall already in place. A sparkling centerpiece: the 46-foot-tall signature letter “H” at the front entrance, currently wrapped in white but soon to be finished in blue porcelain. And now it’s time for staff to get ready. Safety director Don Hougenobler, clinical services administrator Anne Panik, R.N., and senior operations vice president Stuart Paxton are leaders of the Readiness Operations Council (ROC), a group that will prepare colleagues for the transition to the new building. “When we open on day one, we want our patients and visitors to feel like we’ve already been here for a year,” Hougenobler says. If you have any questions about the ROC team or the transition, call the brand-new ROC hotline at 484-884-8844.





Celebrating 30 years!

Joann Meiley
Health Information Technician
Medical Records

Most Memorable Moment Here

While I was working in the cardiopulmonary unit at LVH—Muhlenberg, I scheduled an appointment for a patient who was very nervous about having tests done. I consoled him and made him more comfortable. Afterward, I received a touching thank-you card from him.

My Inspiration at LVHNN

Lending a helping hand to patients

Best Virtue

I am very sociable

Other Areas Where I've Worked

Cardiopulmonary—LVH—Muhlenberg
ICU—LVH—Muhlenberg

Favorite Pastime

Watching my daughters cheer at Dieruff High School football games

Favorite Cafeteria Food

Shrimp

Intranet: www.lvh.com • Internet: www.lvh.org

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25 YEARS

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Carol Morris
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Janet Podlesny
Supplier Services

Polly Preston
Post Anesthesia Care Unit

20 YEARS

Elizabeth Czekner
Labor & Delivery

Smita Gandhi
Respiratory Therapy

John Lembach
Plant Engineering

Jeffrey Miers
Financial Services

Marion Nole
Finance Administration

Kerri Puskar
Marketing/Public Affairs

15 YEARS

Debra Albright
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Leah Bradshaw
Wound Healing Program

Nancy Buckner
Open Heart Unit

Deborah Caccese
Info Services Administration

Paula Donchez
Transitional Trauma Unit

Susan Ehret
Cardiac Cath Lab

Rita Ferrara
Home Care MSO
Central Intake

Lisa Julian
Transitional Skill Unit

Jodi Koch
Post Anesthesia Care Unit

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Helen Toman
MICU/SICU

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Home Care MSO
Central Intake

Tina Wolbach
Home Care—Skilled Nursing

10 YEARS

Sharon Company
Admissions

Donna Hungarter
Case Management

Jana Mandic
Info Services Operations

Barbara Wiesner
ICCU/CCU

5 YEARS

Daneen Armbuster
Hospice Unit

Stephen Barone
Diagnostic Care Center

Michael Bott
Transitional Trauma Unit

Jenny Boucher
Pharmacy

Samantha Breininger
5C Medical/Surgical Unit

Elizabeth Daniels
Patient Representative

David Drozdowski
Spectrum Pharmacy

Brenda Early
Pediatric Intensive Care Unit

Megan Fairchild
Pediatric Unit

Melissa Fink
Radiology Administration

Brenda Fox
Breast Health Svcs. Admin

Lisa Green
Patient Care Svcs-4S

Wendy Hess
Diagnostic Care Center

Marie Johnson
Medical Records

Lori Kleist
Mental Health/Retardation

Donald Kupillas
TOHU

Nancy Maher
IVF Lab

Gloria Mazzie
Adult Psychiatry Unit

Francis McGibbon
Physical Medicine

Kimberly Nguyen
Medical Records

Bernard O'Donnell
7C Medical/Surgical Unit

Tanya Rivera-Alvarado
Patient Accounting

Denise Rodriguez
Housekeeping

Mary Smith
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