

CHECK UP

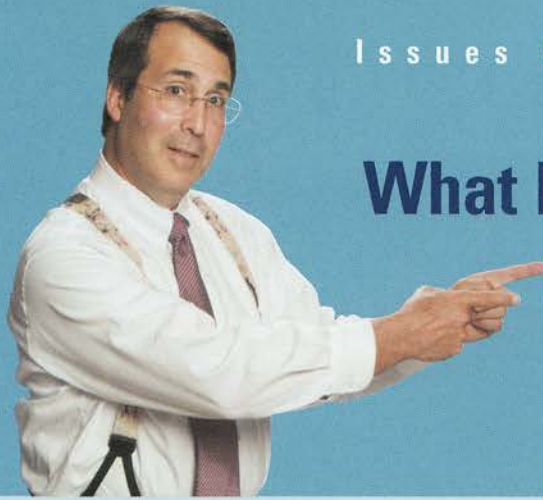
LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK

CEMBER 2004



The Hospirazzi
is watching

Get the star scoop on pages 6 and 7.



What Defines Us?

It's our involvement in community and commitment to patients. No one person can change that.

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On the cover: Tami Lee, R.N., director of express admission unit, 4C (top), Susan Lawrence, care management

administrator (center) and Nancy O'Connor, director of business operations for information systems (seated), spotted their colleagues doing good

things and nominated them for Star Celebration Awards.



Technical aide Karen McHugh remains by the side of nervous children while their parent receives a biopsy and buys clothing for children in need. Emergency department physician Marna Greenberg, D.O., promotes smoking cessation, and alcohol and domestic violence screenings to help people make positive changes. Mary Kelly Aungst, R.N., educates and comforts new mothers learning to breastfeed.

Turn the pages of *CheckUp* and read about the things we hold dear—people, community, family and friendships. We're all highly skilled at our work, but we all choose health care because of the inherent good involved.

It's an unshakable commitment, one that can weather any challenge, including a challenge we face right now. When prosecutors announced that one patient had died here during the time Charles Cullen provided care, and that Cullen tried to take the life of another patient, it deeply saddened and disturbed us all. We first learned of his alleged behavior last December, and yet we all hoped that it hadn't happened here.

None of us can turn back the clock. But we can look ahead. We've spent the last six months reviewing our policies in excruciating detail, from hiring and interviewing to medication management and patient safety. We've made several changes, all geared toward carrying out our commitment: that you'll work only with people who share your values and ideals.

We have further refined the process for selecting the right candidate for the right position. **Among the changes:**

- **We will require criminal history checks** for all candidates prior to employment
- **Anyone under consideration to work here will complete an assessment** that evaluates job performance, integrity, honesty and behaviors. The results will be compared to scales that measure each job category—nurse, technical partner, supervisor—and the assessment will generate focused questions for interviews.

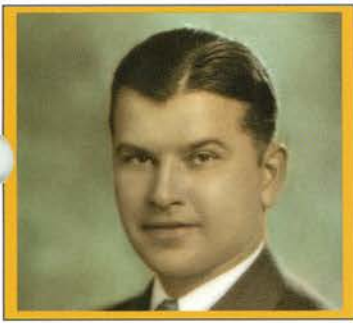
- **After receiving a signed release from a current or former employee, we will require more thorough and detailed references** about past colleagues to future employers. They will highlight performance, attendance record, behaviors and rehire status, helping assure our community that we only refer the best.
- **Colleagues whose annual performance assessment scores demonstrate needed improvement will be guided** by action plans developed by their manager and human resources consultants.

These additional safeguards will protect our community and protect us. That protection includes patient safety initiatives like bar-coding medications that ensure the right medication and dose is given to the right patient at the right time.

All the safeguards in the world still might not prevent someone like a Charles Cullen from committing acts of evil. But people like Cullen don't define who we are. People like Karen McHugh, Marna Greenberg, Mary Kelly Aungst, our other Star Celebration winners and hundreds of you give our organization its true meaning.

You're taking care of our community the way you'd want people taking care of you. Recently in our Burn Center, where hundreds of lives are saved each year, colleagues helped arrange Nicole Valente's most precious day. They shared joy as she and her fiancé, burn patient Jack Crincoli, became united in marriage (read their story on pages 4 and 5). They make lasting impressions on patients like Donny Miller—in fact, Donny nominated his nurse, Mindy Brosious, R.N., for a Nightingale of Pennsylvania award, and she won. The good work of our caregivers brings smiles, hope and happiness, and nothing can change that...not now and not ever.

Lou Liehaber, Chief Operating Officer



Davidyock first saw the wonder of medicine through his paternal grandfather (above), who had one of the first pacemakers. "It kept him alive another 10 years, just long enough to see me at birth," Davidyock says. He also remembers his mother caring for his other grandfather, a coal miner who died from emphysema. "Their experiences inspired me to learn more about what causes such illnesses," Davidyock says.



Davidyock found a mentor in his mother, Sandra. A nurse, Sandra steered Davidyock toward his ambitions by encouraging him to speak with their family physician and volunteer at local hospitals, where he transported surgical tools for cleaning and checked patient's vital signs in cardiac rehabilitation.



At Freedom High School, Davidyock played basketball, volleyball and trumpet. Still, medicine came first. "I applied for early admission to what is now Drexel University College of Medicine," he says. After an all-day interview, he was one of six accepted from 200.

Building of a Hospitalist

Family, mentors and patients influence John Davidyock's choice to become a hospital-based physician



Davidyock attended Muhlenberg College and participated in a work-study program with Mark Young, M.D., then chair of community health and health studies. "He taught me that a good doctor treats the person and community," Davidyock says. He presented to area businesses the importance of smoking cessation, published a paper with Young (the only undergraduate to ever do so) and joined his fellow students in weekly dinners at Young's house.



After his residency here, Davidyock started as a hospitalist in September and began caring for patients like Willis Weidlich, 82, of Bangor. By listening to his symptoms and monitoring his progress daily, Davidyock helped Weidlich recover from various ailments—gall bladder pain, gout and sepsis among them. "Because I have more time with patients than I would if I had to spilt time between an office and the hospital, I build better relationships," Davidyock says. "I learn more about my patients, and they develop more trust."

He got in on the ground floor, volunteering as a teen-ager and continuing to learn about health care here throughout the years. So it's natural for John M. Davidyock, M.D., to build his career as a hospitalist, an internal medicine physician whose "office" is an inpatient hospital room. He's here 24/7, providing care for a primary care physician's patient if requested, and his intimate knowledge of the hospital and community helps his patients get home sooner.

Kyle Hardner



Love Knows No Boundaries

Burn Center colleagues become wedding planners to make a couple's wish come true

Nicole Valente glided down the Burn Center hallway in an ivory wedding gown and on the arm of physician assistant Chad Roarabaugh. Canon in D played as she passed her fiance's caregivers. When she approached her husband-to-be, Jack Crincoli, in his hospital bed, her beaming smile never revealed the devastation they had endured.

In March, while they were planning their wedding, fire ripped through the couple's Alpha, N.J., apartment, taking the lives of three of their children (1-year-old Ashley, 2-year-old Sydney and 5-year-old Jack Jr). Crincoli, 30, heroically saved their youngest, Nicholas, now 1. The baby was unharmed, but Crincoli suffered third- and fourth-degree burns on 83 percent of his body.

Crincoli had been in the Burn Center for a few months when he told Valente, 29, and his caregivers he wanted to get married. With a long, hard recovery ahead, he was in no condition to leave the hospital. So, staff ordered cake, made food and favors, designed invitations and decorated with Valente's favorite color, purple. "We've had babies delivered here, but this is our first wedding," says Burn Center

director Jackie Fenicle. "Sharing a happy moment is special."

The couple and about 30 guests packed a small patient room. Jack was dressed in a shirt and tie that had to be draped over him to avoid burns on his back. Over the whirring respirator, Barbara Rutt, pastoral care manager, led the ceremony. Crincoli whispered his vows, as Valente stroked his face, spared from burns. When it was time to kiss, Nicole turned to Sigrid Blome-Eberwein, M.D., and asked, "Are we allowed to do this?" Without hesitation, Blome-Eberwein, said, "Oh, yeah."

Valente stays in an apartment in Whitehall to be close to her husband. Once a week, she brings Nicholas to visit. "Jack doesn't remember a lot, but he knows he brought Nicholas out of

Staff ordered cake, made food and favors, designed invitations and decorated with Valente's favorite color, purple.





Burn Center staff members went out of their way to make Nicole Valente and Jack Crincoli's wedding special and gave the couple a gift certificate to Target.



Groom Jack Crincoli married his sweetheart while recovering in the Burn Center.

the fire," Valente says. "He lights up like a Christmas tree when he sees Nicholas."

When Crincoli is able to go home, he and Valente plan to have a large Italian wedding celebration. Until then, "this is my second home," Valente says. "Everyone has cried with me and hugged me. They are my family, too."

Sally Gilotti

The Wedding Party—(L-R) Angela Pistoria, physician assistant, Nancy Humes, R.N., Cindy Harwi, R.N., Rebecca Seaman, R.N., Sigrid Blome-Eberwein, M.D., Nicole Valente, Barbara Rehrig, administrative partner, Lois Douglass, R.N., Lana Konstantinova, physician assistant, Jennifer Nagle, R.N., Lisa Rosati, R.N., Krista Brown, L.P.N., Jacqueline Fenicle, director, Kimberly Renninger, technical partner.



Mindy, My Angel



By Donny Miller, Burn Survivor

Mindy Brosious, R.N., is the recipient of the Patient Choice Award from the Nightingale Awards of Pennsylvania. Here is an excerpt of the nomination by patient Donny Miller, who suffered third-degree burns and fought a 90 percent chance of dying.

It was Monday, Dec. 20, 1999, just five days before Christmas—the day my life changed forever. I had worked as an electrician for almost 25 years and on this day, I was inside a generator. We all thought the electricity was shut down. It wasn't. Suddenly, I was shocked with more than 12,000 volts of electricity—that's 60 times the power in your home. The next thing I remember is waking up in the Burn Center two months later, hearing the soothing voices of my nurses and seeing their faces for the first time.

Mindy was one of my angels. So many nights, we'd talk and cry together. I could see my bandaged arms and my red, raw legs, and I was scared of how people would react to me. Whenever I looked at my granddaughter's photo, I would just break down. I'd ask Mindy, "How do you explain to a 3-year-old that her PopPop has been hurt?" She would tell me, "Alexia will see beyond this." And she does. In fact, Alexia has accepted the way I look better than I have.

It's devastating when your identity is taken away from you, and it takes special people to care for people like me. Outside every room is a little plaque that says, "Those who care for burns will get their reward in heaven." I don't think they should have to wait that long.

It's been five years and 57 surgeries since my accident. Sure, I have bad days, but I have good days, too. So, I lift weights, work in my garden, go fishing, visit my family. I'm determined to parasail and hang-glide one day.

You see, my friends in the Burn Center are still here for me and that makes the future bright. So I visit and give back—and I share my story in the Burn Center to help other burn survivors put their lives together. During the toughest times, I'd ask Mindy, "Why didn't I die?" And she'd tell me, "There's a higher purpose for you. And someday you'll realize, 'That's why I'm here.'"

More inspiring stories—Learn more about our other Nightingale recipient and finalists in *Pride in Our People* and in *Magnet Attractions*. Hear patients tell their life-affirming stories at this year's annual meeting on Dec. 1. See *What's Happening* on page 12 for details.

Caught On Film

Look who was spotted by the “hospirazzi” and crowned Star Celebration winners

Remembering Mark Young, M.D.

The late Mark Young, M.D., is remembered with a Community Service Award. He was far more than senior vice president of education and research—he answered “ask a doctor” questions at an inner-city soup kitchen, led reforms in local schools, championed the fluoridation of Allentown’s water supply and more. Read how he influenced one young doctor on page 3 and about his life’s work at www.lvh.org/young.

Time to Get the Doughnuts

Walking on Water Award

Technical aide Karen McHugh makes a regular doughnut run. Hungry? No. It’s just one way she goes the extra mile for her colleagues in radiology at LVH–Cedar Crest. McHugh also sponsors the department during Technologists’ Week with Italian feasts, purchases stuffed animals for frightened patients and comforts children while their mothers receive biopsies.



George Guldin Award

Debra Peter, R.N., 7B-7C, is on her way to Chicago to accept a first-time author’s award from the Academy of Medical Surgical Nurses (AMSN). Two years ago, Peter set out to find the best practice for removing central line catheters through research and consulting nurses at other institutions. She presented her findings at the AMSN National Conference, and they were published in the academy’s journal.

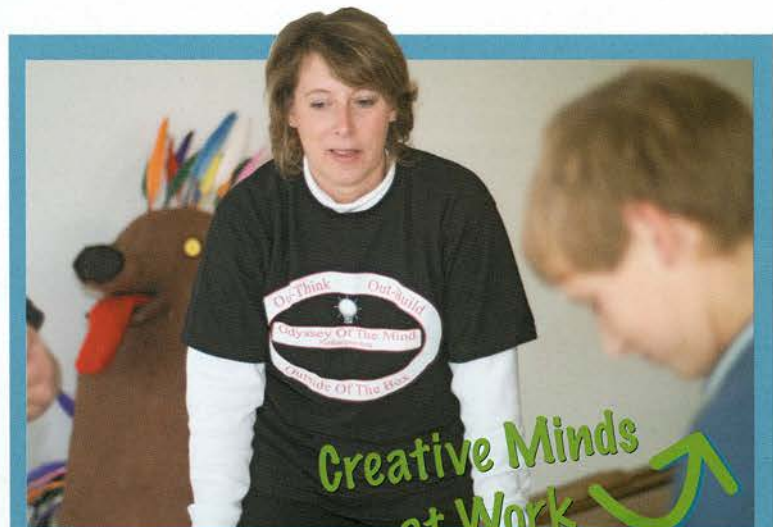
She’s Taking Off



Who Are We? The ED

Most Improvement in Patient Satisfaction Award

Emergency department staff at LVH–Cedar Crest is making a name for itself. In the past year, patient satisfaction scores soared from the 25th to the 97th percentile, and patient wait times are down to 55 minutes. With a new slogan, “Got questions? We’ve got answers,” and a culture of respect, the ED is a great place to work and receive care. Their patient satisfaction and length-of-stay projects also earned them Quality Quest Awards.



Creative Minds at Work

Community Service Award

What appears to be the set of an independent film is actually creative minds preparing to compete in Odyssey of the Mind. For four years, Cynthia Miller, director of physician network development, has opened her home and dedicated her time to helping Northampton School District students compete in the international program that teaches children to think outside the box. When challenged to create a mythological creature, they came up with this “paradog” that can detect and cure cancer.



Here Comes the Sun

Most Creative Reward and Recognition Committee Award

Julie Kaszuba, R.N., and Iva Campbell, support partner, are turning cash into sunshine. As members of the reward and recognition committee, they collect Sunshine Club money from their 4C colleagues. When colleagues have a birthday or a death in the family, they dip into the fund to purchase gifts and flowers.



A Mothering Moment

Most Commendations from Patients Award

Mary Kelly Aungst, R.N., gives a newborn a bath. She loves her job on the mother/baby unit, and her patients have noticed. In fact, 10 patients said how great she is as they filled out their patient satisfaction surveys. Aungst says she tries to do whatever she can for them and likes to educate new mothers.



Service Star of the Year Award

Dirty clothes take a backseat for case manager Joan Schultes, R.N. While on call, she is making inpatient hospice care arrangements for a patient with end-stage malignant melanoma with brain metastases on her day off. Later, she went to the emergency department to be with the patient's family, consoling his three young daughters. She suggested they write letters to him and stood with them as they read the letters to him.

Patients on Her Laundry List



Signs for Help

Physician Service Star Award

Marna Greenberg, D.O., takes a minute to post signs in the emergency department at LVH-Cedar Crest, sharing colleagues' research on educating patients about smoking. She and other ED staff are asking patients about smoking, alcohol use and domestic violence, and then referring them to programs for help. It's uncommon for ED staff members to take on preventative medicine, but they did it without hiring additional staff. Learn more about Greenberg at www.lvh.org/greenberg.



Conductor Extraordinaire

George Guldin Award

Linda Durishin keeps the "flywheel turnin'" with her Growing Organizational Capacity (GOC) choir. For the past two years, the GOC team hit high notes by designing and implementing plans to keep LVHNN doors open to our patient demand. As a resource manager and senior organizational development consultant, Durishin kept 17 projects and over 50 new programs on track and supported staff to keep on learnin'.

How "HIP" are You?

Take this privacy quiz for you and your patients

Arthur Fonzarelli (aka The Fonz) defined cool on television's "Happy Days." Get to know HIPAA, the Healthcare Insurance and Portability and Accountability act that safeguards your patients' private health information, and you can be cool, too. So, are you hip with HIPAA? Take this quiz and see if you're cool like The Fonz, or just another Potsie.

He's Our Fonz

Tom Shubella from the internal audit department is LVHNN's official HIPAA guru. If you want to brush up on your skills, call his office at 610-402-9105 and request your copy of a HIPAA education booklet.

How You Rate



9-10 correct

Aaaayyy, you're the coolest.



5-8 correct

Whoa, time to hit the books. Your coolness is slipping.



0-4 correct

Pffft, a big thumbs down. Definitely uncool.

1. You and your unit colleagues are riding in a hospital elevator with others. Do you:
 - a) Talk about a patient's treatment plan?
 - b) Ask about a patient's medication?
 - c) Talk about the weather, the cafeteria food—anything but your patients?
2. Your name is Jane, and you need to pick a new computer password to access your patient's medical information. Do you choose:
 - a) Janeda, because it's your first name and part of your last?
 - b) jd27jn, representing initials and a date that are important only to you?
 - c) fonz4u, after your favorite television character?
3. To make sure you remember your password, do you:
 - a) Write it down and lock it in a drawer only you can access?
 - b) Send it to yourself by e-mail and save it on your computer?
 - c) Commit it to memory without writing it down?
4. Your colleague forgot his computer password and wants to use yours. Do you:
 - a) Refuse but ask him to call information services (610-402-8303) for help?
 - b) Type it in for him and log him on?
 - c) Write it on a small piece of paper, fold it up and give it to him in private?
5. You're in Lastword checking a patient's treatment information and get called away from your computer. Do you:
 - a) Click to the TAO e-mail screen so nobody sees Lastword?
 - b) Lock your computer by pressing CTRL-ALT-DEL and choosing "lock computer?"
 - c) Shut down the computer?
6. You need to fax a patient's treatment information to a primary care physician. Do you:
 - a) Refuse to fax it because a fax isn't private?
 - b) Use a cover sheet, verify the patient's and physician's names, and call ahead before faxing?
 - c) Have him pick it up over lunch at Arnold's?
7. You see a good friend's name on today's patient census. Do you:
 - a) Call your friend's loved ones to learn more about his or her condition?
 - b) Call your husband with the news?
 - c) Wait until you hear from your friend's loved ones?
8. A health plan wants to make sure a patient's lab test is necessary. To confirm, do you:
 - a) Send only information related to the patient's need for the lab test?
 - b) Send the patient's entire medical record?
 - c) Ask your director to send the record?
9. You receive an e-mail with an attachment you didn't request. Do you:
 - a) Open the attachment?
 - b) Delete the attachment for fear of it containing a computer virus?
 - c) Delete the entire e-mail?
10. A patient fits the profile for a clinical study, and the group sponsoring the study wants more information. Do you:
 - a) Send the patient's chart?
 - b) Check with the patient first?
 - c) Check with the patient's physician first?

Submit your answers and win

Fill out the quiz on the intranet, and learn why the right answers are right, and you'll be entered to win an LVHNN care package: a T-shirt, portfolio and cooler.

SERVICE STAR of the MONTH

When a 17-year-old patient refused to smile because of her discolored teeth, Patricia Atno, practice manager at the LVH-17th and Chew Dental Clinic, coordinated a “Dental Dream Come True” for this patient. Doctors there were unsuccessful in bleaching her teeth. So, regardless of her ability to pay, the staff decided to provide more involved treatment.

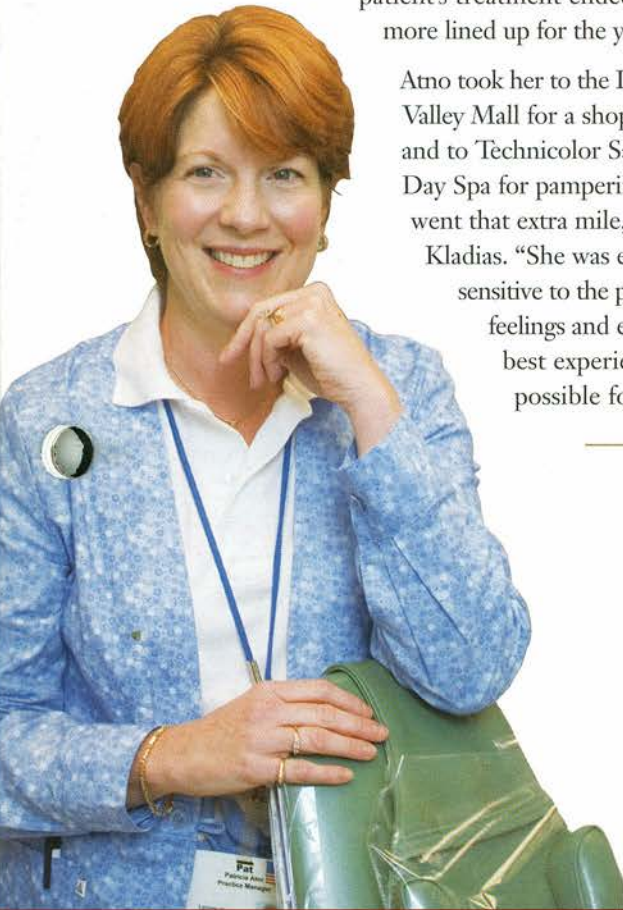
“Deborah Campbell, D.M.D., and Peter Davis, D.M.D., rearranged their schedules and worked in the evenings to minimize the amount of school she would miss,” says

Sophia Kladias, D.M.D. “When the patient’s treatment ended, Pat had more lined up for the young lady.”

Atno took her to the Lehigh Valley Mall for a shopping spree and to Technicolor Salon and Day Spa for pampering. “Pat went that extra mile,” says

Kladias. “She was extremely sensitive to the patient’s feelings and ensured the best experience possible for her.”

Joe Candio Jr.



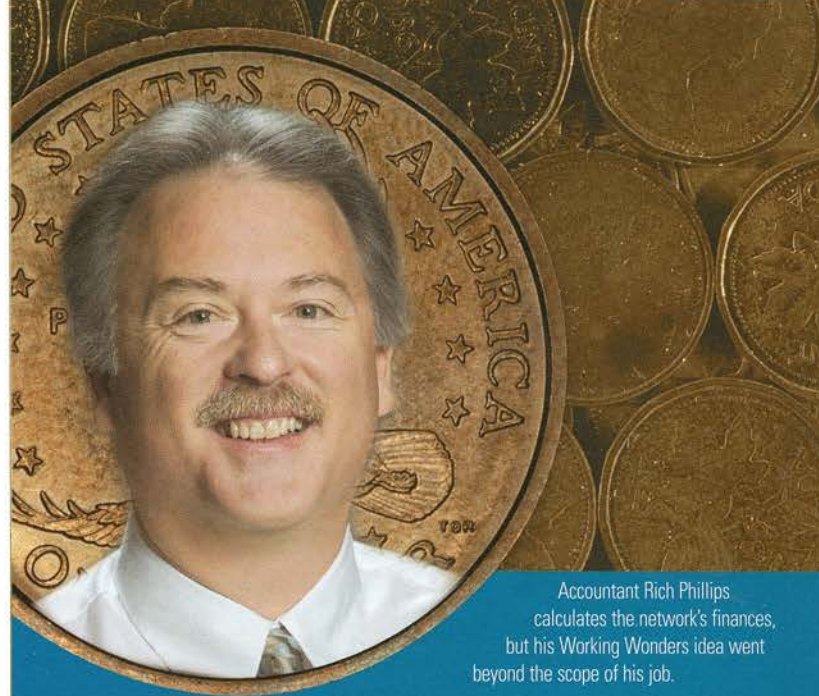
SERVICE STAR Patricia Atno

Congratulations to Award Nominees

Margaret Jacoby, technician, sterile processing LVH–Muhlenberg
Nominated by Debra Marakovits, specialist, SDS

Suzanne Vesely, office coordinator, Burn Recovery Center, LVH–Cedar Crest
Nominated by Denise Knittle, R.N., Burn Recovery Center, LVH–Cedar Crest

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



Accountant Rich Phillips calculates the network’s finances, but his Working Wonders idea went beyond the scope of his job.

WORKING WONDERS

Rich Phillips is not a policy negotiator nor does he develop insurance strategy. As assistant controller, he handles accounting for malpractice insurance.

While updating accounting entries for a three-year insurance policy, he noticed a provision that permitted a retrospective change that would save money. “We paid an estimated cost for three years, based on previous claims’ payments,” says Phillips. “By restructuring the policy format, LVHHN could benefit from changes in MCARE.”

The result? A refund of \$323,000.

“Rich took extra time to understand the provisions,” says Ed O’Dea, controller. “He noticed an opportunity for significant savings and worked with risk management members, external insurance consultants and other external parties to obtain the refund.”

Joe Candio Jr.

How It Adds Up

IDEA	Negotiate with insurance companies to alter the structure of a malpractice policy
BY	Rich Phillips, assistant controller
ESTIMATED ANNUAL REVENUE	\$323,000
AWARD AMOUNT	\$10,000

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](#)).

Path to Enlightenment

Rev. Christopher Fisher, Ph.D., has found meaning in living the Buddhist way, and that helps him minister patients of all faiths

Ever since Rev. Christopher Fisher, Ph.D., was a child growing up in Allentown, he was curious about the universe. “I would explore synagogues and churches,” he says. “I would ask my parents, ‘Where’s God?’”

Not able to give him a clear answer, his father took him to a spiritual leader who told him to follow the Buddhist way. Fisher was only 7, but he adopted the philosophy that is centered around love, compassion and understanding. “The Buddha was India’s prince, and when he realized suffering in the world, he wanted to liberate that,” Fisher says. “He gave up his riches, searched for enlightenment and taught compassion until he was 81.”

Today, Fisher brings those values to LVHHN as an associate chaplain and only Buddhist priest on staff. Fisher understands the 250,000 people in our community who adopt Eastern philosophies. For 10 years, he lived in poverty as a monk and eventually left the monastery because, “I could make a greater difference in the community,” he says.

Today, it’s not unusual for Fisher to spend 100 hours with one patient, to chant and pray with someone at 3 a.m. and go beyond his spiritual role. “I’ll help families work through immigration issues to be with their

loved ones, and make phone calls if patients are worried about loose ends at home, like mortgage payments,” he says.

Fisher is also an interfaith chaplain, trained to minister anyone who needs him. “God can mean something different to each person, and that’s OK, if it brings them comfort,” he says. In fact, when Fisher was a pastoral care intern at LVHHN, his mentor was



Rev. Christopher Fisher, Ph.D., is a Buddhist priest and interfaith chaplain supportive to anyone of any religious belief. He spent almost a year in training in the residency program here.

“a 70-year-old Baptist minister—the most loving and understanding man I’ve ever met.”

The experience was invaluable in Fisher’s search to gain perspective and be there for people. He is a doctor of divinity and psychologist, and is now studying to be a psychiatrist.

“I won’t open a practice; I’m a religious guy for life,” he says. “But when I talk with patients, I want to be able to form an opinion—rather than rely on instinct—and refer them to a doctor. The more educated I am, the better I can serve our patients.”

Sue Morey and Pamela Maurer



A Caregiver's Guide to Spirituality



Rev. Christopher Fisher, Ph.D., helps comfort Buddhist patients by bringing symbols of spirituality. Prayer flags (above) are inscribed with mantras of good health and fortune. Prayer beads (below left) help center a patient's mind, away from distracting thoughts. As the patient passes the beads through his fingers (like a rosary), he recites his personal mantra.

How does spirituality impact health? Consider that 84 percent of Americans believe praying for sick people improves their chance for recovery—and that science is beginning to back this belief.

“Studies show prayer can change brain activity, lower heart rate and blood pressure, and ease your response to stress,” says Barbara Rutt, R.N., pastoral care manager. “But regardless of scientific proof, a person’s spirituality can be comforting.”

What is your role in spirituality? “Spirituality is not necessarily God talk,” Rutt says. “It involves making a connection with the whole patient, listening and showing empathy. Getting to know your patient means getting to know his beliefs, too.”

A person’s beliefs also can impact your care. For example, Jehovah’s Witnesses don’t allow blood transfusions, and Muslims choose not to eat or drink before sundown during Ramadan, possibly affecting medications.

How can you get to know a patient’s beliefs? Look for religious symbols in the patient’s room, and start the conversation by asking:

- Do you consider yourself spiritual or religious? Do you have spiritual beliefs that help you cope with stress? What gives your life meaning?
- How important is your belief in your life? Has it influenced how you care for yourself? What other ways do your beliefs impact your health?
- Are you part of a faith community? Does this support you, and how? Is there a group of people that is particularly important to you?
- Would you like us to notify your congregation that you are here? (Many patients do not realize that privacy regulations prohibit staff from automatically informing clergy that a member is hospitalized.)
- How would you like us to address these issues in your care?

When should you contact pastoral care? Chaplains step into another’s spirituality, rather than project their own beliefs. Consider calling if a patient or family member...

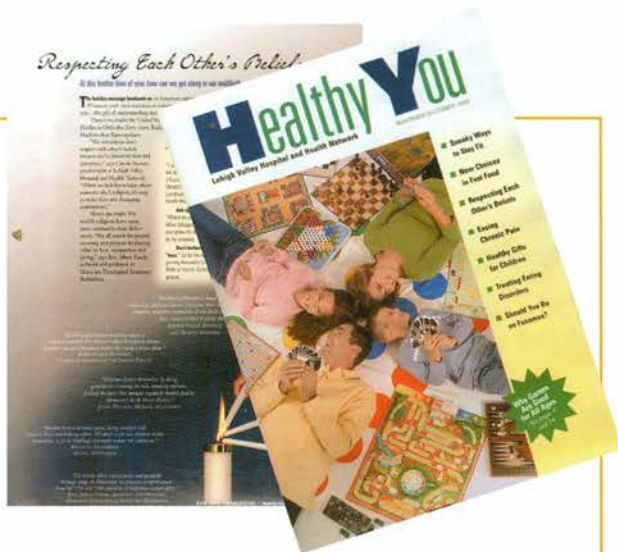
- is teary
- just received bad news
- seems lonely
- is unable to accept treatment
- is fearful of surgery or therapy
- doesn’t respond to treatment
- has major decisions ahead
- must make major life changes
- has a long-term illness
- is dying
- is in an emergency situation
- has spiritual questions
- is considering organ or tissue donation

For pastoral care’s help and a spiritual assessment card, call 610-402-8465 Monday through Friday, 8:30 a.m. to 4:30 p.m., or page the on-call chaplain through 610-402-8999.

Erin Alderfer



Respecting Each Other's Beliefs



Respecting Each Other's Beliefs

The United States has become a multifaith nation. We have as many Hindus as Orthodox Jews, more Buddhists than Seventh-Day Adventists and more Muslims than Episcopalians. How can we respect each other’s beliefs? Try getting to know the person. “We share the same human dilemmas and joys,” says psychologist Carole Moretz. “If you can relate to someone, it’s likely you will respect him or her and gain his or her respect.” Learn more tips and hear from people of different faiths in the November/December issue of *Healthy You*.

What's Happening at LVHHN

The Lehigh Valley Hospital
Employees Auditorium



Opening Doors for Our Community

The 2004 LVHHN Community Annual Meeting

Wed., Dec. 1

Patient transport supervisor Jeff Myers, home care nurse Melinda Scheirer, L.P.N. (center), and courier Cherlanne Peters are three of the thousands of colleagues who open new possibilities for our patients and our community every day by providing outstanding service. On Dec. 1, community members will gather at the LVH-Cedar Crest employees' auditorium for the 2004 Annual Meeting, where patients and caregivers will review highlights of the past year and share uplifting stories. **To attend, or to receive a DVD or videotape of the meeting and your copy of the 2004 LVHHN Community Annual Report, call 610-402-CARE.**

Dec. 11

100 Coats for 100 Women

7 a.m. - 5 p.m.

Sat., Dec. 11

LVH-Muhlenberg Lobby

Donate those winter coats you no longer wear that are cluttering up your closets. The OB/GYN department is collecting winter coats of all sizes for women. For details, contact Kim Wechsler at 610-402-2412.

Dec.

Give a Little Love

Sponsor a family for Christmas or donate baby/toiletry items for the holiday season. For details, contact Damarie Lugo at 610-402-2801.

Dec. 3

J. Michael Enterprise Sale

9 a.m. - 4 p.m.

Fri., Dec. 3

LVH-Muhlenberg Lobby

J. Michael Enterprises sells jewelry, leather, African and Asian arts and crafts. For details, contact Beth Mavis at 484-884-2299.

Dec. 6

Open Enrollment—The Next Step

Mon., Dec. 6

Through Nov. 28, you were able to choose your benefits for 2005 on your work computer with PeopleSoft. Now, your confirmation of benefits statement should be arriving the week of Dec. 6 in your home mailbox. If you have any questions, call the benefits customer service line at 610-402-3199.

Dec. 9

Mary Kay Cosmetics Sale

7 a.m. - 5 p.m.

Thu., Dec. 9

LVH-Muhlenberg Lobby

Personal care products and fragrances will be for sale. For details, contact Beth Mavis at 484-884-2299.

Dec. 14

Applause Fashions

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

Tue., Dec. 14

LVH-Muhlenberg Lobby

Various fashion clothing for women will be for sale. For details, contact Beth Mavis at 484-884-2299.

Dec. 15

Dealing With Difficult People

9 - 10 a.m.

Wed., Dec. 15

Why do we need to understand difficult people? How can that be simplified? Learn what makes difficult people "tick" and how to develop immunity from the effects of difficult behavior. To register for this Preferred EAP workshop, call 610-433-8550.

Dec. 17

Celtic Crossroads

7 a.m. - 4 p.m.

Fri., Dec. 17

LVH-Muhlenberg Lobby

Check out the Celtic Irish jewelry and gifts for sale. For details, contact Beth Mavis at 484-884-2299.

Dec. 21

Arks-n-Barks

8 a.m. - 4 p.m.

Tue., Dec. 21

LVH-Muhlenberg Lobby

This is a sale for pet lovers. For details, contact Beth Mavis at 484-884-2299.

Meet LVHHN's New PHYSICIANS



Pamela A. Howard, M.D.

DEPARTMENT

Surgery

DIVISION

Trauma-Surgical Critical Care/General Surgery

PRACTICE

Surgical Specialists of the Lehigh Valley

EDUCATION

University of California, Irvine
George Washington University
Medical School

RESIDENCY

The University of South Carolina
School of Medicine



Jon D. Hernandez, M.D., Ph.D.

DEPARTMENT

Surgery

DIVISION

Orthopedic Surgery/Hand Surgery

PRACTICE

Coordinated Health Systems

EDUCATION

University of California, Los Angeles
David Geffen School of Medicine
at UCLA

RESIDENCY

Duke University Medical Center

FELLOWSHIP

University of Cincinnati



**Maria L.C. Labi, M.D.,
Ph.D., M.B.A.**

DEPARTMENT

Medicine

DIVISION

Physical Medicine-Rehabilitation

PRACTICE

Good Shepherd Physician Group

EDUCATION

University of the Philippines
University of Pittsburgh
State University of New York
at Buffalo

RESIDENCY

Thomas Jefferson University Hospital

FELLOWSHIP

Mediplex Rehab-Camden



Steven B. Mazza, M.D.

DEPARTMENT

Medicine

DIVISION

Physical Medicine-Rehabilitation

PRACTICE

Coordinated Health Systems

EDUCATION

Trenton State College
New Jersey Medical School

RESIDENCY

Robert Wood Johnson
Medical School



John F. Mielo, D.M.D.

DEPARTMENT

Dental Medicine

DIVISION

General Dentistry

PRACTICE

Round Valley Dentistry LLC

EDUCATION

Rutgers University
University of Medicine and Dentistry
of New Jersey

RESIDENCY

Lehigh Valley Hospital-Muhlenberg



Susan G. Trevisan, M.D.

DEPARTMENT

Radiology-Diagnostic
Medical Imaging

DIVISION

Diagnostic Radiology

PRACTICE

Medical Imaging of LV, PC
Breast Health Services

EDUCATION

University of Pennsylvania
Medical College of Pennsylvania

RESIDENCY

New York University Hospital

FELLOWSHIP

Memorial Sloan Kettering
Cancer Center



Daniel T. Valancius, M.D.

DEPARTMENT

Medicine

DIVISION

General Internal Medicine

PRACTICE

Lehigh Area Medical Associates, PC

EDUCATION

The Pennsylvania State University
Thomas Jefferson University/Jefferson
Medical Center

RESIDENCY

Thomas Jefferson University Hospital



Noi Walkenstein, D.O.

DEPARTMENT

Medicine

DIVISION

General Internal Medicine

PRACTICE

Solo

EDUCATION

University of Pennsylvania
Philadelphia College of
Osteopathic Medicine

RESIDENCY

Abington Memorial Hospital

1 They're Nightingale Nurses

Of all the state's contenders, our nurses received the most honors from the Nightingale Awards of Pennsylvania. Molly Sebastian, R.N., clinical services administrator, is a finalist for the Administration Award. (Read about her Pennsylvania State Nurses Association Administration Management Award, too, in a future *CheckUp*.) Joanna Bokovoy, R.N., Dr. P.H., director of health care research, is a finalist for the Research Award. Gyl Corona, R.N., patient care specialist, ACU/PCU, is the recipient of the Advanced Practice Nurse Award, and Nicole Reimer, R.N., patient care coordinator, 7C, is a finalist for the Registered Nurse Award. Read about these nurses in *Magnet Attractions* and why Mindy Brosious, R.N., received the Patient Choice Award on page 5.



2 Blessing Man's Best Friend

More than 85 colleagues brought their beloved pets to LVH-Cedar Crest for a pet health fair and blessing. Rev. Timothy Hasenecz, hospice chaplain, offered the idea after hospice patients expressed concerns about care for their pet after their passing. Hasenecz noticed how patients' demeanor changed and their suffering eased when their pet was around.



3 Our "Cultural" Icon

Jack Dunleavy (who used to call himself the network's bus driver) has helped create good memories for new employees by offering a warm welcome at orientation. Now, after 18 years and 432 consecutive Connections sessions, Dunleavy turns the program over to LVHHN safety director Don Hougendobler. Dunleavy will stay connected by helping colleagues develop new processes, much like he helped with the recent emergency department turnaround.



4 Top 100 in Heart Care

Solucient, a leading health-care information service, has selected LVHHN as one of the nation's top 100 cardiovascular hospitals. The only hospital in the region to make the list, LVHHN also is ranked among *U.S. News & World Report's* best hospitals for heart care and boasts the region's most experienced team with Lehigh Valley Heart and Lung Surgeons (l-r): James Wu, M.D., Raymond Singer, M.D., Fernando Garzia, M.D., Gary Szydlowski, M.D., and Theodore Phillips, M.D.

5 Remembering Josie

Josephine Bydlon Scully, R.N., is remembered as a nurse whose battle with breast cancer didn't keep her from the bedside. Her memory was honored as 4A colleagues raised \$550 for the Susan G. Komen Breast Cancer Foundation. (Back, l-r) Karen Nuschke, R.N., Yolanda Semonich, technical partner, Julie Shattah, technical partner, Carol Cyriax, patient care coordinator, Andrea Schwalm, R.N., Mariana Fragelli, R.N.; (front, l-r) Lindsay Hallman, technical partner, and Tania Rosario, support partner.

6 At Your Service

Dietitians, nutrition managers and caregivers took part in LVHHN's regional dietary conference. Among the presenters: Dan Ray, M.D., who discussed nutrition in palliative care (care focused on making patients and families facing long-term illness comfortable). He spoke of a dying man who requested steak for his last meal; he and his son wrote the father's obituary afterward. The son said their time was a gift he'll always cherish.

7 Celebrating With the Stars

This team celebrates its Quality Quest Award at the Star Celebration—a fun honorary evening that recognizes employees' accomplishments—for establishing a best practice for distributing chemotherapy drugs. They improved communication with patients and families, distribution records and created an electronic physician ordering system. (Seated l-r) Cindy Max, NICU/PICU director, Maryann Rosenthal, 7C/7B director, Marlene Ritter, clinical information analyst for care management; (standing l-r) Fran Miranda, risk management/patient safety director, Greg Harper, M.D., physician in chief of cancer services, and Janine Barnaby, pharmacist.



Give Me an H

Lisa Green, R.N., Jennifer Devine, R.N., and Julie Schmoyer, administrative partner, form a human “H” to celebrate LVH–Muhlenberg. The Readiness Operations Council (ROC) is helping colleagues prepare to heal patients in their new home by focusing on three key areas:

Physical space—Colleagues who are moving to the addition are seeing their new space through tours arranged by their department heads. Colleagues remaining in their current locations also are preparing by learning how their environments will change.

People—“Prep” rallies and mock drills will celebrate the opening, offer a fond farewell to those transitioning to new spaces, and get everyone excited for a warm welcome upon opening.

Process—New hospital space means finding new efficiencies. ROC is working on measuring time and distance between care areas to determine how long it will take to get from department to department, so we can continue delivering the best care.



Got expansions questions?

Get answers at the ROC hotline, 484-884-8844.



Celebrating 35 years!

Richard Ezar Specialist

Supply and Distribution

Most Memorable Moment Here

All the people I've met over the years have allowed me to grow. There were times when items in the storeroom were lost and we (colleagues) would work together to locate those misplaced items.

My Inspiration at LVHNN

Working very hard at the challenges I face

Best Virtue

Reliable

Favorite Pastime

I love my Philadelphia sports teams and reading mystery books.

Favorite Cafeteria Food

Cheeseburger

35 YEARS

Richard Ezar
Supply Distribution Services
Linda Hess
*Home Care MSD
Central Intake*
Brenda Kuncio
Acute Coronary Care Unit

30 YEARS

Sandra Kulp
Pharmacy

25 YEARS

Gloria Grazio
Partial Hosp Adult Psych
William Hnat
I/S Tech Support
Jean Lasover
Operating Room
Marcia Shaffer
*Department of
Family Practice*

20 YEARS

Louis Geczi
Security
Lori Hoffman
Operating Room
Christine Jones
*Breast Health Svcs—
17 & Chew*
Carol Varma
*Multimedia
Communications*

15 YEARS

Jennifer Doster
Cardiac Catheterization
Colleen Fix
ED Registration
Taylor Hovan
Sterile Processing
Deann Landis
Radiology
Cicely Meade
Heart Station
Christina Solfinelli
Acute Coronary Care Unit
Jamie Stoudt
Medical Records
Tony Vargas
LVAS—LVH—Muhlenberg
Alice Wall
Specialty Float Pool ED

10 YEARS

Jacqueline Arthur
7C Medical/Surgical Unit
David Freedman
Financial Services
Beverly Henry
Spectrum Administration
**Rosemarie
Schneiderman**
Interventional Radiology
Staci Smith
*Department of
Family Practice*
Kimberlee Szep
*Info Services
Administration*

5 YEARS

Melynde Bowers
4A Medical Surgical Unit
Lisa Burciaga
Outpatient Site Service
Rhonda Carl
Cardio Vascular Unit-2S
Michelle Conkle
ICCU/CCU Center
Scott Dewire
Supply Management
Glenn Elliott
*Kutztown Primary
Care Assoc*
Holly Fereno
ABC PEDS After Hours
Gretchen Fitzgerald
*Hospice Palliative
Care G&A*
Deborah Flyte
Health Spring
Lisa George
Spectrum Administration
Denise Gibbs
Adolescent Psychiatry
Deborah Haas
*Surgical
Specialists/Trauma*
Pamela Laros
Maternal Fetal Medicine
Brian Leader
Perioperative Services
Shannon O'Leary
Hemodialysis Center

Bryan Rex
Nuclear Medicine
Marcus Roberts
*Info Services
Administration*
Diana Sedler
Ancillary Diagnostic Area
Richard Sierzega
Nursing Float Pool
Daniel Stettner
5B Medical/Surgical Unit
Wendy Tamandl
Financial Services
Megan Ward
Bed Management
Anne Welsh
Operating Room
Regina Weppel
Spectrum Administration

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