

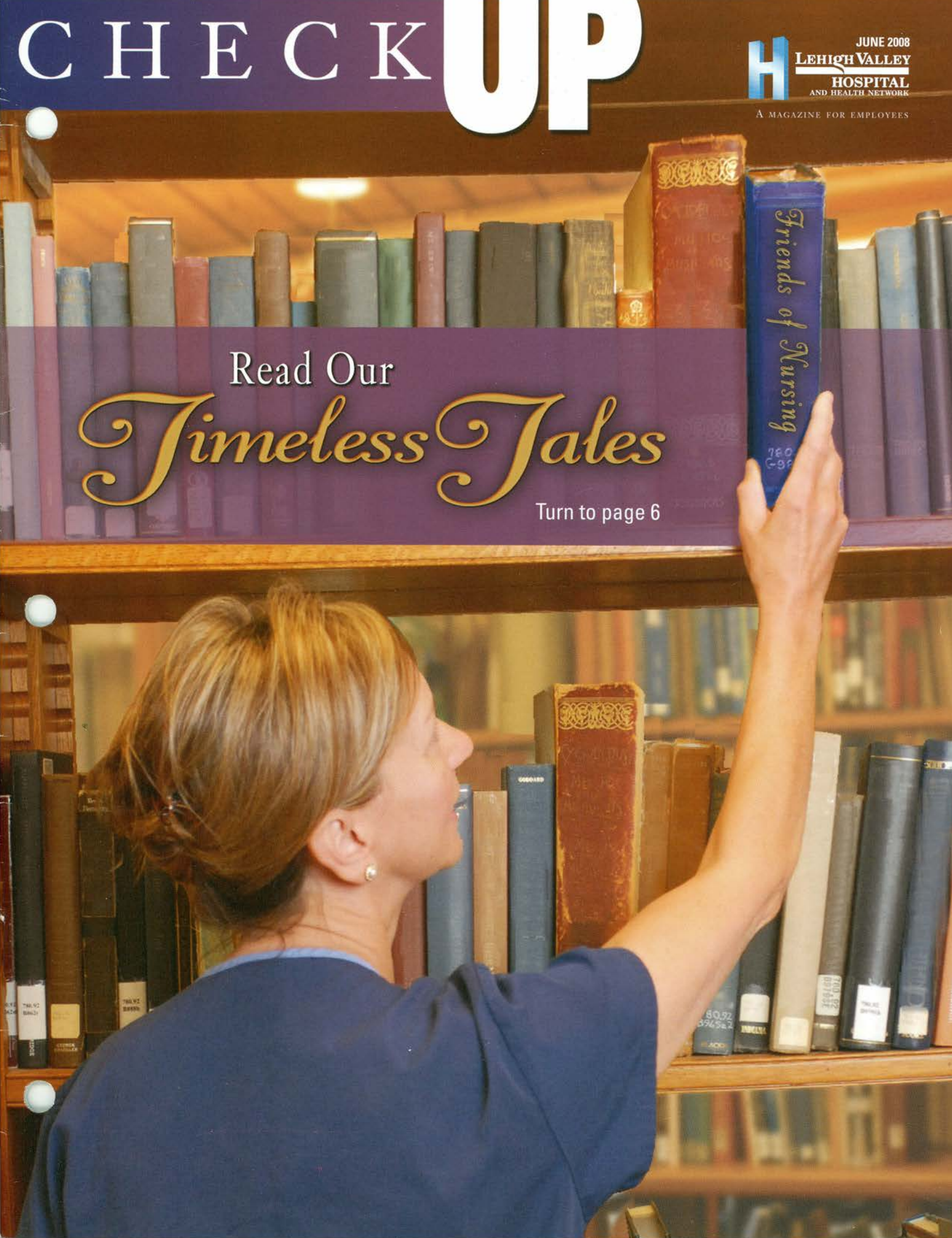
CHECKUP

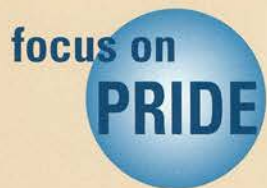
JUNE 2008
LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK

A MAGAZINE FOR EMPLOYEES

Read Our
Timeless Tales

Turn to page 6





We Can Always Do Better

Our System for Partners in Performance Improvement will add new tools to help us embrace continuous improvement

Colleagues in our ambulatory surgery unit (ASU) and outpatient areas faced a dilemma. They worked hard to create ideal experiences for patients, but measuring their patients' satisfaction wasn't easy. The outpatient survey they had used had a low rate of return, and sometimes the wrong site received the wrong survey.

What to do? The Patient Satisfaction Improvement Council's measurement team partnered with ASU and outpatient colleagues to find an answer. Looking at it from a systems perspective, they stopped the survey, identified its problems and found solutions (such as using preprinted headings with site names instead of depending on patients' recollection). The anticipated result: an improved survey, an increased rate of return and unit-specific results that allow a better understanding of what creates ideal patient experiences.

This is just one example of how we can improve the work we do every day. To help all of us continuously improve, we are embracing a new model—the System for Partners in Performance Improvement (SPPI). It's a network-wide project that will help us continue to embrace improvement and excellence now and well into the future.

Developing the system took plenty of behind-the-scenes work. A team led by Mary Kay Grim, senior vice president of human resources, and Anthony Ardire, M.D., senior vice president of quality, visited

hospitals in Seattle, Wisconsin and Pittsburgh—organizations that have been using systems like this for several years. We learned that we're already ahead of the curve in many ways, but there still is room for improvement.

The system we're implementing will add new quality and process improvement tools that build on our already strong system of performance improvement. This will help us eliminate waste and repetition in our work and enhance our financial strength, all while assuring the highest-quality care. There are many areas where we can improve, such as reducing patient wait times or using more standardized treatment protocols for patient care. SPPI will provide the tools to get us there.

The system will be led by six dedicated team facilitators from the quality and management engineering departments who will work alongside a consulting firm expert to create efficiencies and increase staff productivity. Together, they will comb through performance improvement ideas, select the best ones and develop plans to make those improvements happen. Some projects will be immediate; others will be long-term. The earlier we begin to start thinking about things that can be improved, the more efficient we'll be in the long run.

Your support of SPPI is vital. You can help by participating in performance improvements within your department or on your unit. You also can help by thinking about the frustrations you may experience every day. Then think about the behaviors that cause those frustrations—defects that cause rework or overly complicated processes. Talk with your manager or department head about how those things can be done better.

We are on the first step of an exciting journey. We're already one of the 100 Best Companies to Work For in the United States. SPPI will allow us to become even better, allowing us to stay financially strong while we continue to provide the type of care people in our community deserve and expect.

Stuart Paxton
Chief Operating Officer

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Five Things You Should Know About *Lise Twiford*

Learn why the vice president of our fund-raising department is proud to be a “tree hugger”

1. She's inspired. As a single mom raising three children, Twiford still found time to expand her career. “I was working for a small not-for-profit organization and met a grant writer,” she says. “He showed me how gratifying it is to raise funds for organizations that help others. It sparked something.”

So Twiford honed her skills as a fund-raising professional and returned to school, earning a master's in business administration and working toward a certified financial planning designation. Now she's the vice president of our fund-raising department, helping people in our community partner with us to enhance our high quality of care.

2. She's inspiring. When her children were younger, Twiford never missed an opportunity to teach them the value of giving back.

“I'd visit colleges with them, show them the list of the university's donors on walls or on bricks, and explain how those people helped build a great school,” she says.

Today her children give back in their own ways: oldest daughter Becky supports local public radio, daughter Mandy has raised funds for a South African day care, and son Dan raises funds for his school, Eastern Kentucky University.

3. She's a teacher and a volunteer.

“There aren't many college-level courses in fund-raising,” Twiford says. That's why she joined the Association of Fundraising Professionals, an international organization teaching ethical fund-raising. Twiford teaches others through a “fundamentals in philanthropy” course at Villanova University. Among her past students: Jay and Liz Scott, parents of the late Alex Scott, the brave young girl with cancer who created Alex's Lemonade Stand.

4. She has local ties. Twiford worked at some well-known Philadelphia hospitals prior to coming here, but she was drawn here by our excellent reputation—and by some family ties. “My grandparents lived in Bethlehem, where my grandfather was a coke (a steel-making by-product) salesman for Bethlehem Steel.”

5. She's a tree-hugger (and proud of it).

Her car's bumper sticker: “Tree Hugging Dirt Worshiper.” “One of my favorite poems begins, ‘Be like a tree in pursuit of your cause,’” she says, quoting the English writer Richard St. Barbe Baker. In her spare time, Twiford plays tennis, while daughter Becky, an elementary school guidance counselor, takes a different tack. “She's trying out for a roller-derby team,” Twiford says with a chuckle. “She's always been an athlete—softball, field hockey—and this is her newest inspiration.”

—Kyle Hardner

‘Be like a tree’—With roots in the Lehigh Valley, Lise Twiford is inspired to help others.

'It Had to Be You'

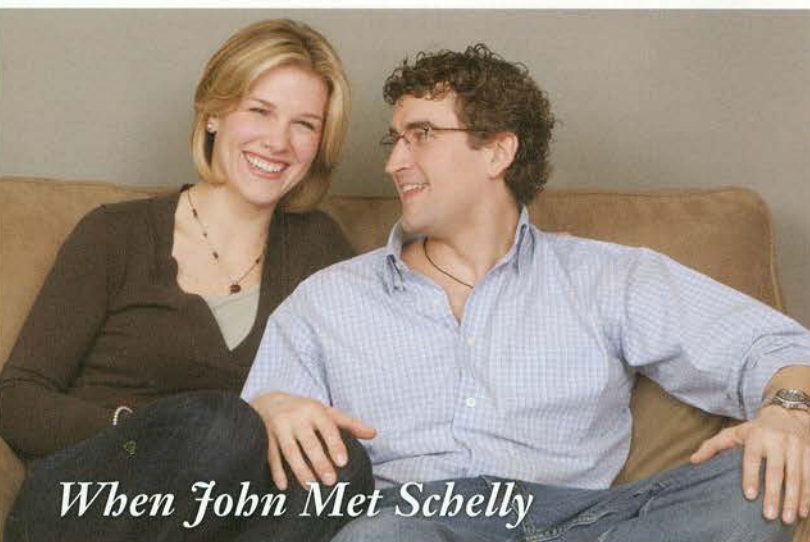
Colleagues
find true
love in an
unexpected
place—
at work

You come to work looking to fulfill your career.

But sometimes you find something a bit unexpected—true love.

Here are the stories of four couples who met while working here.

Can you guess who says “potato” and who says “potahto”?



When John Met Schelly

Transitional trauma nurse Schelly Snyder, R.N., had her eye on surgical resident John Harrison, D.O., but couldn't muster the courage to ask him out. So she paged him: Do you want to go to lunch? John immediately called back (setting a new record for the fastest page response), and they went to lunch...over and over again. They will marry next summer with a doctor and nurse atop their wedding cake. Their paths don't cross often in the hospital, but they agree it's nice to have someone close who understands health care.

He says:

"I knew she was the girl of my dreams when she brought me Chinese food during a blizzard."

She says:

"John's intelligence and compassion exemplifies to me that he will make a great husband—even if I occasionally need to pull out the dictionary to figure out what he said."



When Will Met Rita

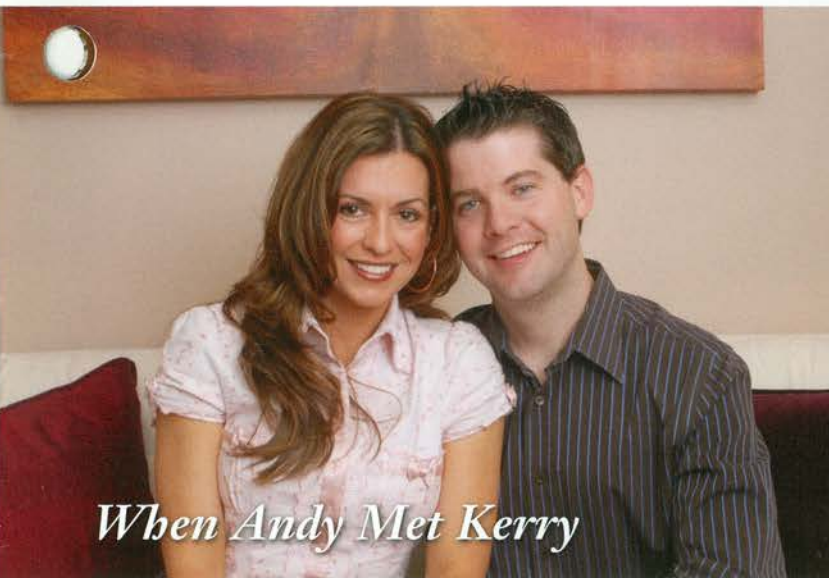
While working in the business office, Rita Mest frequently went to Will Mest for copies. "She kept showing up more often, but I didn't mind," says Will, operations manager for the print shop, mailroom and couriers. Then Rita (now with medical staff services) asked him to go on a hayride. Will said yes, but the trip was canceled. Instead they went to a movie: "Animal House." That was almost 30 years and four children ago.

He says:

"We met in 1979 and married in 1981. But if Rita says differently, she's right."

She says:

"It's been a long time since I've visited Will for print jobs, but seeing him anytime at work still brings a smile to my face."



When Andy Met Kerry

It didn't take Andy Miller, D.O., long to spot Kerry Miller, R.N., on the telemetry unit during his first year as an intern. "I followed her around for a few months," Andy says. They eventually began dating. Andy, also known as "Dr. McDreamy," wooed Kerry with late-night coffee runs. It wasn't until a year later that they appeared at a colleague's wedding as a couple. Married now for two years, they rarely see each other at work today; he's in the emergency department and she's in the cath lab.

He says:

"I would go to work early just to see Kerry. She probably thought I was annoying."

She says:

"I was flattered. He would help me put patients on bedpans just to spend time with me."



When Glenn Met Carol

Carol Guanowsky, director, employee health, and Glenn Guanowsky, vice president, legal services, met in 1995 while discussing a legal matter. Attempting to get to know her better, Glenn asked Carol about her boots. It was a smooth move. Carol, a vegan, was wearing non-leather boots and flattered by Glenn's interest. After 10 years of marriage, Glenn remains respectful of Carol's lifestyle. "She said I could name the kids if I didn't eat meat in the house," he says, "although I'm allowed to eat salmon for health reasons." They don't work together often, but agree work is work and home is home.

He says:

"I married an Allentown Hospital School of Nursing graduate, a Cedar Crest College graduate and a Friends of Nursing award winner. How can you go wrong with that?"

She says:

"On one of our first dates, we took an impromptu glider ride. I asked the pilot to do a death spin. Glenn got a little sick, but he did it to make me happy."



'Our Love Is Here to Stay'

Before she takes her seat on the LVH-Muhlenberg shuttle bus, Barbara Sudhop gives the driver, Charles, also known as "Bud," a kiss. They have been married for 50 years. They lived in the Philadelphia area and Massachusetts before recently settling in Bath to be closer to children and grandchildren. Bud works part-time driving the shuttle bus and Barbara, a retired nurse, volunteers in the Pediatric Specialty Center. What's the secret to a 50-year marriage? "It's a matter of giving, rather than taking," Bud says.

—Sally Gilotti



**Tracey
Baumhower, R.N.**

Neuroscience
ICU
LVH-Cedar Crest

*The Fleming
Nursing
Caring Award*



**Debra
Binder,
L.P.N.**

Labor and
Delivery

*The Helen
Potts
Licensed
Practical
Nurse
Award*



Russell Blair

Pastoral Care
Department of
Legal Services

*Award for
Excellence in
the Promotion
of Patient Care*



**Karen
Boutron, R.N.**

7 Tower, LVH-
Muhlenberg

*The Rose
Trexler Award
for Excellence
as a Preceptor*



**Melissa
Brasswell**

Transitional
Skilled Unit
LVH-17th
and Chew

*The Medical
Staff
Technical
Partner
Award*



**Charlotte
Buckenmyer, R.N.**

Emergency
Services, LVH-
Muhlenberg

*Terry Capuano,
R.N., Clinical
Leadership*



**Phaedra
Corcoran, R.N.**

Transitional
Trauma Unit
LVH-Cedar Crest

*Trauma Nursing
Award*



**Erin Czonstka,
Cph.T.**

Pharmacy
LVH-Cedar Crest

*Award for
Excellence in a
Care Delivery
"Technician" Role*



**Virginia Lee
Dewalt**

7A Neuroscience
Unit
LVH-Cedar Crest

*The Medical
Staff Support
Partner Awards*

Timeless Tales

Friends of Nursing
recipients celebrate
the power of stories



**Thomas
Hutchinson,
M.D.**

Department of
OB/GYN

*Professional
Excellence
Council
Physician
Friends of
Nursing Award*



**Joanne
Jones, R.N.**

Behavioral
Health

*Psychiatric
Nursing
Award*



**Jarrod
Kile, R.Ph.**

Pharmacy
LVH-Cedar Crest

*Award for
Excellence as a
Pharmacist*



**Nancy
Kinzli**

Rehabilitation
Services
LVH-
Muhlenberg

*Excellence in
the Delivery of
Rehabilitation
Services*



**Katherine
Kroesen-
Sellitto**

Referral
Testing, Health
Network Labs

*Kathy Mundt-
Bulla Memorial
Award for
Excellence as a
Laboratorian*



**Barbara
Labriola, R.N.**

5 Tower, LVH-
Muhlenberg

*Division of Urology
Lehigh Valley
Hospital Award
for Excellence
in Urologic
Patient Care*



**Janet
McKinnon**

Case
Management
LVH-Cedar
Crest

*Award for
Excellence as a
Case Manager*



**Alison
Montgomery,
R.N.**

Medical-
Surgical ICU
LVH-Cedar Crest

*Pulmonary
Associates
Award for
Excellence in
Critical Care
Nursing*



**Martina Oswald-
Remaly, R.N.**

Open-Heart Unit
LVH-Cedar Crest

*The Fleming Nursing
Caring Award*



Lori Papciak, R.N.

6 Tower,
LVH-Muhlenberg

*The Florence Nightingale
Nursing Practice Award*



**Kyle
Sabatino, R.N.**

Hematology/
Oncology
LVH-Cedar Crest

*Josephine Ritz
Nursing Award
for Excellence
in Patient and
Family Teaching*



Susan Eckhart, R.N.

5B Medical-Surgical Unit
LVH-Cedar Crest

*The Allentown Hospital School
of Nursing Alumni Association
Award for Excellence in the
Care of Organ Transplant Patients*



Ardyth Gadille, R.N.

Hospice

*Dr. Fred Fister Award
for Excellence in
Hospice Nursing*



Shiela Gates

6 Tower
LVH-Muhlenberg

*The Medical Staff
Technical Partner
Awards*



**Loretta
Gogel, R.N.**

Pediatric ICU

*M.G. Asnani,
M.D., Award for
Excellence in
Pediatric Nursing*



**Kathleen Gray,
C.R.N.P.**

Family Medicine

*Lehigh Valley
Physicians
Group Award
for Excellence
in the Delivery
of Ambulatory
Care*



Charlotte Hall

Special Procedure
Unit, LVH-
Muhlenberg

*The Medical Staff
Administrative
Partner Award*



**Francine
Hassler, R.N.**

Medical-
Surgical Unit
LVH-Cedar Crest

*Dr. and Mrs.
Donald H.
Gaylor Medical
Surgical
Nursing
Award*



Gretchen Fitzgerald, R.N.

OACIS, 2166 S. 12th St.

*The Fleming Award for
Excellence in Palliative Care*



**Nancy
DiRico, R.N.**

Transitional
Skilled Unit
LVH-17th and
Chew

*Award for
Excellence
in the Care
of Geriatric
Patients*

There's no denying the power of great stories.

They engage and inspire us. This year we celebrate the stories of our Friends of Nursing award recipients—the experiences that illustrate their dedication and courage. Annually, clinicians are nominated for these awards by colleagues, patients and their family members. They and all our caregivers recently were honored at the 21st annual Friends of Nursing Celebration.

A recipient to remember—Nancy Robson, R.N., calls herself the "Susan Lucci" of the Friends of Nursing Awards. She has been nominated four times (a testament to her character). This year she received the George E. Moerkirk, M.D., Emergency Nursing Award, presented to her by her colleague, Mary Jo Moerkirk, R.N. "It was worth the wait," Robson says. "The peer recognition means the world."

—Sally Gilotti



1. Ambulatory Staging Unit LVH-Muhlenberg

*The Fleming Award to
Recognize a Unit That
Exhibits Caring Behaviors*

2. Intensive Care Unit and Regional Heart Center-Surgical LVH-Muhlenberg

*The Senior Management Council
Patient Satisfaction Award for
Inpatient Care.*

4. Lehigh Valley Hospice LVH-17th and Chew (A) 2166 S. 12th St. (B) Home Care (C)

*The Lehigh Valley Health Network
Board of Trustees Patient
Satisfaction Award
for Ambulatory Services*

3. Labor and Delivery The Fleming Award to Recognize the Search for Best Practice



**Kristin
Scrbacic, R.N.**

Open-Heart Unit
LVH-Cedar Crest

*and Mrs.
Abram Samuels
Cardiovascular
Nursing Award*



Lisa Simon

Labor and
Delivery/
Perinatal Unit
LVH-Cedar
Crest

*The Medical
Staff Support
Partner
Award*



Yah Kilikpo

Student
Cedar Crest
College

*The John M.
Eisenberg,
M.D., Award
for Excellence
as a Student
Nurse*



**Lori
Wittner, R.N.**

Operating
Room
LVH-Cedar
Crest

*Joseph J.
Prorok, M.D.,
Award for
Excellence in
Perioperative
Nursing*



1



4A



2



4B



3



4C

A Chair With Heart

Our 12th
endowed chair
will enhance
heart care for
our community

To feed a child, you use a high chair.

To transport an injured friend, you use a wheelchair. While reading, you're comfy in your easy chair. Different chairs serve different purposes.

At our hospital, endowed chairs represent funds that support education and research—and our 12th and newest endowed chair will support heart care. Meet the people who designed and built our newest chair, and one local couple who is glad we're investing in education and research for the heart.

The Builder

A toy stethoscope and doctor's kit helped a young Michael Rossi, M.D. (left), discover what he wanted to be. "Nobody uses a stethoscope more than a cardiologist," he says. Now Rossi wears his professional stethoscope as the director of our Regional Heart Center and the holder of our cardiology chair.

Rossi's leadership will help determine how the chair's funds are invested. "Now we can take education and research to an even higher level," he says. Here's what the chair will provide:

Education

- **Monthly cardiology grand rounds—**

Renowned heart specialists will give lectures here.

- **Visiting professorships—**National experts will come to teach cardiologists about new heart care technology, testing and procedures.

- **Continuing education—**Cardiologists can travel to learn the newest ways to provide care.

Research

- **Conference presentations—**Physicians can attend major national cardiology conferences to present research findings.

- **Project funding—**Chair funds can pay for the technology, equipment and time needed to conduct research studies.

- **Research day—**Cardiologists will be invited here to share their research studies and findings.





The Designers

As a young girl, Hazel May (above) watched as her grandmother, Maryann Sterner, compassionately cared for the community members of Richlandtown (Upper Bucks County). As the town nurse, Sterner was there when people needed her. She even delivered babies. "She was a very good nurse and took care of everyone," May says.

Her grandmother's compassion lives on in May. With her husband, Walter, a retired Mack Trucks executive, May is making a difference in her community's health just like her "Grammy." "We believe in supporting our community hospital," she says. The couple's support created The Walter M. May and A. Hazel May Endowed Chair for Excellence in Cardiology.

"With this endowed chair we're helping the hospital expand its cardiology services," Walter May says. "Our hope is that Lehigh Valley Hospital and Health Network becomes known as the best in the United States."

Want a magnet that lists the warning signs of a heart attack? Call 610-402-CARE.



The Beneficiaries

Richard and Janet Silverman (above) are glad we're investing in new and better ways to provide heart care. Why? The education involved in the creation of our fast heart attack care program (MI Alert for Heart Attacks) saved Richard's life.

When Richard experienced chest pain, Janet called 9-1-1. Paramedics arrived at their South Whitehall Township home quickly. Having received education from our MI Alert team, paramedics used a 12-lead EKG to determine that Richard was having a heart attack. They started treatment and called ahead to LVH-Cedar Crest.

After hearing the results of Richard's EKG, an emergency department (ED) physician initiated the alert. It triggered emergency and heart care colleagues to prepare for his arrival, saving precious time. Only 24 minutes after arriving in the ED, Richard's blocked artery was opened in the cardiac catheterization lab.

"I'm grateful to my wife for calling 9-1-1, and the paramedics and hospital staff for their quick and competent work," Richard says. "It saved my life."

Now our new endowed chair will provide the support to save more lives in our community.

—Rick Martuscelli

Do You Dance With a Star?

Ruth Fillebrown, R.N., saw a "star" in action and nominated her for a Star Celebration award

On the TV show "Dancing With the Stars," judges look for dancers who best glide across the ballroom floor. In our health network, you can be our "judge." Look for colleagues who go above and beyond, then nominate them for a Star Celebration award.

That's what hospice director Ruth Fillebrown, R.N., did for inpatient hospice unit supervisor Kelly Stivala, R.N. When a colleague was diagnosed with cancer, Stivala accompanied her to doctors' appointments and comforted her when she needed a friend. When the colleague came to her unit in the final week of her life, Stivala supported the hospice staff while they cared for her. When she passed away, Stivala rearranged work schedules so hospice colleagues could attend the services.

Fillebrown admired Stivala's actions. "Colleagues work so hard every day, and we may take what they do for granted," Fillebrown says. "I took a step back and realized Kelly did something special. She deserved to be recognized."

Stivala, now the patient care coordinator at our short-stay hospital, says receiving the award was humbling. "I became a nurse because I want to help people," she says. "Receiving the award reaffirmed that I am doing what I set out to do."

Take the first step—Ruth Fillebrown, R.N. (right), did so by nominating Kelly Stivala, R.N. (left), for a Star Celebration award. When you find your star, take the steps to fill out a nomination on the intranet.

You Can Nominate a 'Star'

If you know colleagues doing amazing things, shine the spotlight on them. From now through Aug. 8, nominate colleagues for one of these Star Celebration awards:

The Guldin Award for Efficiency and Innovation in the Workplace—

Recognizes a colleague who makes significant contributions toward implementing a new or more efficient work practice or process method.

Most Creative Reward and

Recognition Award—Recognizes the department with the most imaginative ways to thank colleagues.

Community Service Award—

Recognizes a colleague or group who demonstrates exceptional service through a program or individual action that benefits our community.

Physician Service Star

Award—Recognizes a physician who demonstrates exceptional customer service characteristics.

Walking on Water Award—

Recognizes a colleague or group who "goes the extra 10,000 miles" to meet the need of a fellow human being.

—Rick Martuscelli

Follow these steps to nominate a colleague

1. Visit the intranet (lvh.com).
2. Under the "What's New" section, click on "Star Celebration Award nominations."
3. Fill out the nomination form.
4. Submit it electronically.

Our judges—the Reward and Recognition committee—will select the recipients, who will then dance the night away at the Star Celebration gala on Sept. 19 at the Holiday Inn, Fogelsville.

Quick Test Results

That's what we now offer patients as part of the Patient-Centered Experience 2016

Your patient has cancer and needs a complete blood count to help determine her treatment. In the past, that meant she needed to go to a lab, get the test and wait for the result. But now, your patients can receive this test—and many others—in their doctor's offices and get immediate results.

It's one of several improvements from Lehigh Valley Physician Group (LVPG) and Health Network Labs (HNL), who strive to create ideal lab test experiences. The project is part of the Patient-Centered Experience (PCE) 2016—a 10-year project to enhance all patients' experiences in the network.

"We want to make it as convenient as possible for patients to get their lab tests," says Geoffrey Correll,

the performance improvement director with HNL, who led the project along with LVPG clinical services director Barbara Salvadore, R.N.

Here are other steps the team is implementing:

- Providing consistent education to patients about tests (in conjunction with our Division of Education)
- Using labtestsonline.org, a reputable, bilingual Web site, that provides patients additional details on types of tests
- Ensuring doctors' offices have maps and directions to all 27 HNL locations and encouraging colleagues to help patients find the most convenient one.

The next step: including lab tests as part of electronic medical records that can be accessed by all health care professionals.

Shared Success Plan

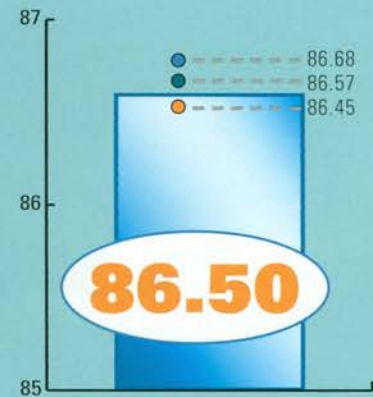
Are We On Track for a Bonus?

You may earn a year-end bonus by helping us meet our overall patient satisfaction and expense-per-case goals (shown below), and by being an advocate for our hospital to help us meet our budget by the fourth quarter.

Our FY 08 Goals

● Threshold (Good) ● Target (Better) ● Maximum (Best)

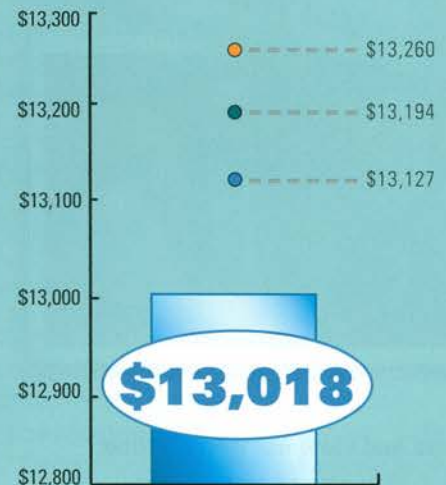
Patient Satisfaction



We are exceeding our threshold (good) goal.

Expense Per Case

(lower is better)



We are exceeding our maximum (best) goal. Keep up the good work!



Be an **Advocate**

As a colleague, you know that family, friends and neighbors turn to you when they need help with a health-related question. Starting this month, *CheckUp* will help you learn more about our network and the health care services we offer so you can be sure your loved one gets the most appropriate care.

Turn here to:

Read about colleagues who have referred a friend to work or receive care here.

Learn the latest about our services and technology.

Get the inside scoop on what's in the news about our network.



Read and view our news online.

Go to lvh.org/news for the latest media coverage.



The Buzz in Our Community

Celebrating the Gift of Life

Five years ago, Fred Jerant (center) faced dialysis for life due to kidney failure. Then his sister, **Joan Jerant, R.N.** (right), donated one of her kidneys during a procedure at the Transplant Center. Recently, the Jerants joined John Green (left) from the Gift of Life program, Allentown mayor Ed Pawlowski and transplant surgeon **Pradip Chakrabarti, M.D.**, for a press event to celebrate national Donate Life Month. Service Electric TV-2 News, 69 News (WFMZ-TV) and B-104/WAEB-FM covered the event.

Here are some other noteworthy news items:

- **Linda Searfass** and **Laura Beaupre, R.N.**, Breast Health Services, and **Nancy Heacock**, physician hospital network development, were featured on 69 News for participation in the recent Cancer Survivors Celebration.
- Cardiologist **David Cox, M.D.**, was featured on MedPageToday.com for his participation in a research study about manual blood clot removal.
- *The Morning Call*, *The Express Times* and 69 News covered **Mini-Medical School's** presentation about forensic medicine. Forensic pathologists **Samuel Land, M.D.**, and **Barbara Bollinger, M.D.**, also were featured.
- Service Electric TV-2 News, 69 News and *The Bethlehem Press* covered the announcement of the **Lehigh Valley Hospital Marathon for Via**.

Guide to Our Care

Look here each month to learn something new about the health care services we provide

It's Your Network!

New *lvh.org* provides more information in an easy-to-use format



Has a family member asked you if we do certain heart procedures? Are you unsure what sets us apart from other hospitals in neurological care? Do neighbors ask you about our care for children? If so, finding information about our network is now easier than ever with our newly formatted Web site.

lvh.org

To learn about our services and find a doctor, and to read patient success stories, Ask Our Expert columns, *Healthy You* stories, and breaking news briefs, visit lvh.org today!

HEART CARE

If someone is having a heart attack, our fast-action heart attack program (MI Alert for Heart Attacks) will open his or her blocked arteries in less than 90 minutes, the "gold standard" for heart attack care.

CARE FOR CHILDREN

If a child needs surgery, we have the area's only pediatric surgeons who perform minimally invasive surgeries including gallbladder, spleen, adrenal glands, hernias, appendectomies, as well as more complex procedures. This means your patients and your family do not have to travel far for top-notch surgical care.

NEUROLOGICAL CARE

If you know someone who needs neurological care, we'll provide all the services he or she needs under one roof. Our team of neurologists and neurosurgeons provides treatment and surgery for a wide range of conditions, from brain tumors and strokes to seizure disorders and neuromuscular diseases.

UROLOGIC CARE

For patients who are candidates for minimally invasive surgery, we have the latest version of the da Vinci Surgical System. Its robotic arm allows surgeons to perform precise procedures for patients who need prostate, kidney or bladder removal, or surgery for urinary system blockages or defects.



BREAST HEALTH

If someone you know needs a mammogram, our radiologists interpret more digital images than anyone in the region. Because we read more mammograms (double the national requirement), we provide faster and more accurate results. It's why LVH-Cedar Crest is a Breast Imaging Center of Excellence by the American

College of Radiology's Commission on Quality and Safety and the Commission on Breast Imaging. Our team includes (l-r) radiation therapist Sue Steigerwalt, Aaron Bleznak, M.D., Kenneth Harris, M.D., medical director Gregory Harper, M.D., and Nadesda Mack, R.N.

She's an Advocate

She stayed by his side—Dave Kashuba of Alburtis was hit by a car while riding his bicycle. An ambulance crew examined him and sent him home, but Kashuba knew something was wrong. He called his friend Sallie Urffer, director of our division of business services, quality and research. She took him to LVH-Cedar Crest where caregivers diagnosed a broken leg. "Sallie was at my side until 3 o'clock in the morning," Kashuba says. Following reconstructive surgery, Kashuba is riding again. Urffer continues to be a hospital advocate. "I've referred six people here for care this year," she says.

Are you spreading the word about our quality of care? If so, call 610-402-3175 or e-mail Richard.Martuscelli@lvh.com and share your story in *CheckUp*.

What's Happening



Music to her ears—Invasive cardiology nurse Jann Buczewski, L.P.N. (center), made a United Way donation and won a \$3,000 Martin guitar through a drawing of donors region-wide. United Way's vice president of annual giving Dave Jacoby (second from left) presented Buczewski with the guitar, with the network's campaign chairs: (from left) Bob Begliomini, Donnie Robison and Duane Ott.



Smart scrub use—LVH—17th and Chew operating room (OR) colleagues Bridey Fauerbach, R.N. (left), and Tammy Christman know that scrubs are to be used only while on the job. You can follow their lead and help the health network control costs by using scrubs properly. "Each set costs at least \$11.36 to replace," says Glenda Garza, director of the 17th Street OR. "When scrubs are misused or lost, that little bit adds up."



It's story time—In celebration of the Week of the Young Child, Lehigh Valley Hospital and Health Network president and chief executive officer Elliot J. Sussman, M.D. (far right), recently read to children inside the network's Early Care and Education Center. It's part of a yearlong commitment for Dr. Sussman, who personally chooses two books from the Bethlehem Area Public Library's collection each month and reads them to the center's pre-kindergarten students (ages 4 and 5).



Continuing Dr. Young's legacy—Family medicine doctor Abby Letcher, M.D., leads The Caring Place Family Health Program in downtown Allentown, caring for people who otherwise could not access health care services. The network recognized her efforts with the first Dr. Mark J. Young Memorial Award, named in honor of the network's former chair of community health and health studies.

Our colleagues also are supporting our troops, walking for autism awareness and admiring new artwork on campus. Read more at lvh.org/checkup.

Special Events

June 8—Breast Cancer Fund-raiser

June 12 and June 23—Give Blood

June 18—Esthetic Skin Care Symposium

June 19 and June 24—College Day

Benefits

Discover Your Discounts—Save on Connor Portraits and wireless phone services

Refer a Physician, Earn \$500

Recreation Committee Trips

June 7—NYC on Your Own

Sept. 20—"Sight and Sound" production trip

Oct. 9-12—NASCAR race in Charlotte, N.C.

Culture of Wellness

Starting June 1—10K-a-Day Online Walking Program

Starting June 2—Exercise for Life

Starting June 2—Get on the Ball

Starting June 2—Redirecting Children's Behavior Series

Starting June 3—Fit to Be a Mom

Starting June 9—Belly Dancing for Fun and Fitness

Starting June 10—Pilates Express

Starting June 10—Yogalatte

Starting June 12—Body Wedge 21™

June 17—Healthy Hands and Nails

Starting June 19—FlashFit

June 20—What to Do When Your Kids Drive You Crazy

June 21—UV Facial Skin Analysis

June 24—Turn a Terrible Two Into a Terrific Two

June 26—Car Seat Check

For more details on classes (including times and costs), call 610-402-CARE or visit lvh.org/checkup.

Check This Out



CheckUp in Your E-mailbox

Don't look for your July *CheckUp* in your home mailbox. Instead, it will be in your e-mailbox! The July edition will be paperless as just one example of how departments hospital-wide are doing their part to reduce expenses.

You will receive an e-mail alerting you when July *CheckUp* is posted. Once you receive it, just click the link to:

- Learn how our forensic pathology team solves medical mysteries
- Discover the individuals and teams we're sponsoring in the Lehigh Valley Hospital Marathon for Via.
- Get information on this year's employee picnic

Look for July *CheckUp* in your e-mailbox on June 19.

Saving for College Education

AIG Retirement, the company managing our retirement plans, will host three seminars to help you prepare for saving for college education.

Thu., June 19;

LVH-Cedar Crest, Kasych, ECC 10, noon-1 p.m.

Tue., June 24;

LVH-17th and Chew, auditorium noon-1 p.m.

Wed., June 25;

LVH-Muhlenberg, ECC-B noon-1 p.m.

Registration is required.

To register, visit my.aigretirement.com/seminars and enter the following code:

For LVH-Muhlenberg or LVH-17th and Chew seminars: 5547BET11AE

For LVH-Cedar Crest seminar: 3074ALL11AL

Lunch will be served.

AIG Retirement advisers are available to help you at:

Rich Silva Sr.: 610-402-8801 (LVH-Cedar Crest)

Rich Silva Jr.: 973-454-6251 (LVH-Cedar Crest and LVPG)

Kevin Gertz: 610-402-8801 (LVH-Cedar Crest)

Frank Deeney: 484-884-8362 (LVH-17th and Chew, LVH-Muhlenberg and the network's for-profit entities)

SERVICE STAR *of the* MONTH

A colleague's mother valiantly battled mesothelioma—an incurable lung cancer. When she needed surgery, certified registered nurse anesthetist Heather Posavek, C.R.N.A., provided expert care and so much more.

The day before surgery, Posavek listened to the mother's concerns and allayed her fears. "Afterward, my mom expressed her confidence in Heather," says Susan Kunsman, C.R.N.A. On the day of surgery, Posavek arrived 30 minutes early to make sure Kunsman's mom was as comfortable as possible, then regularly updated the family during and after the procedure.

The following day, Posavek purchased, arranged and delivered a bouquet of roses to the mother and her family. Over the next few weeks, during her maternity leave, Posavek continued to call for updates and send well wishes. She even arranged to have the family meet her newborn baby. "She expressed genuine care and concern," Kunsman says. "It was above and beyond what I could have asked for."



Congratulations to Award Nominees

To nominate a star, go on the intranet at lvh.com. Go to the "What's New" box and click on **Nominate a Service Star**.

Kay Schwalm, R.N., *high risk perinatal*
Matthew Karpowicz, R.N., *advanced intensive care unit*

Vera Deacon, R.N., *infection control*

Janie Dunsmuir, *Montage Center for Specialized Medicine*

Paul Marscano, *volunteer*

Corrine Misner, R.N., *emergency department*

Dorothy Kuntz, *mental health technician*

Terri Lippowitsch-Vogel, R.N., *trauma-neuro intensive care unit*

Diana Pollard, L.P.N., *Pleasant Valley Family Practice*

Lehigh Valley Physicians Practice colleagues

Schelly Snyder, R.N., *transitional trauma unit*

Danielle Wehr, *technical partner, 3A and* **Vicki Hartman, R.N.,** *emergency department*

Joe Pearce, R.N., Sue Merryfield, R.N., and Bryan Weinberg, R.N., *neuroscience intensive care unit*

Sarah Roscioli, R.N., *Montage Center for Specialized Medicine*

Gretchen Perilli, M.D., *LVPG diabetes and endocrinology*

Nancy Kinzli, *occupational therapist*

SERVICE STAR Heather Posavek, certified registered nurse anesthetist



We're growing!

So is our list of service anniversaries! Read about 30-year colleague JoBeth Newhard on lvh.org/checkup

35 YEARS

Michele Saladyga
Cardiac Rehab
Shirley Sandt
Breast Health Services

30 YEARS

Cynthia Bailey Schmoey
Pediatric Specialty Center
Jann Buczewski
Cardiac Cath Lab
Cindy Harwi
Regional Burn Center
Joan Heller
Medical Records
JoBeth Newhard
Sleep Disorders Center
Joann Pastula
Short Stay Hospital
Alice Stephen
Sterile Processing
Janice Wilson
Patient Care Services

25 YEARS

Maryann Bulishak
Human Resources
Mary Dischinat
Sleep Disorders Center
Carol Faust
Pharmacy
Jane Halpin
Behavioral Health



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CHECKUP is a magazine for employees of

LEHIGH VALLEY HOSPITAL AND HEALTH NETWORK

Marketing and Public Affairs
P.O. Box 689 • Allentown, PA

Happy Anniversary! JUNE 2008

Carol Galloway
PASU
Laurie Griesel
Labor and Delivery
Lori Grischott
Telemedicine
Beth Hall
Post Anesthesia Care Unit
Francine Hassler
5B Medical-Surgical
Roxanne Hoch
LVP
Kathy Kochanek
Neuroscience Unit
Christine Krause
Transitional Open Heart Unit
Carol Kriebel
Internal Audit
Sharon Kromer
Department of Medicine
Beth Kushner-Giovenco
Mother-Baby Unit
Robert Leshko
Respiratory Therapy
Rochelle Marcks
Nursing Float Pool
Kim Naylor-Reichenbach
Post Anesthesia Care Unit
Christine Platia
MICU/SICU
Marie Popp
Pediatrics
Joseph Provenzano
Emergency Department
Anne Rabert
MICU/SICU
Nicole Reimer
7C Medical-Surgical
Cheryl Rowan
4C Medical-Surgical
Lisa Saylor
Hemodialysis Center
Karen Seabourne
Breast Health Services
Margaret Solt
Nursing Float Pool

Marie Steiner
Outpatient Pediatrics
Cheryl Sweigart
MICU/SICU
Lynda Thom-Weiss
NICU
Ruth Wittmann-Price
Mother-Baby Unit

15 YEARS

Chris Chang
Pediatric Surgery
Marjorie Drake
Quality
Stephanie Faenza
Float Pool
Andrew Kovach
LVAS
Brian Lenich
Pharmacy
Beverly Malinowski
Home Care
Kimberly Moser
College Heights OBGYN

10 YEARS

Russ Bergman
Dental Clinic
Patricia Butz
College Heights OBGYN
Jeffrey Faidley
Hospitalist
Patricia Kutz
Telecommunications
Todd Rogers
Financial Services
Ernest Sully
Emergency Medicine—Hazleton
Theresa Zsitkovsky
Patient Accounting

5 YEARS

Angela Agee
6C Medical-Surgical
Jill Ahner
5C Medical-Surgical
Margaret Apple
4T Medical-Surgical

Erin Barron
ABC Family Peds
Christy Bartha
RHC—Surgical
Sharon Bickert
5C Medical-Surgical
Cheryl Bloomfield
LVP
Erlene Bosga
Pharmacy
Amanda Bower
Nursing Float Pool
Tecla Brabazon
Emergency Medicine
Debra Bronson
5T Medical-Surgical
Patrick Burns
Information Services
Herman Caraballo
ASU-PACU/OR
Lisa Cedeno
RHC—Surgical
Gerald Coleman
Emergency Medicine
Jessica Denicola
MICU/SICU
Traci Dickson
Emergency Services
Michele Easton
Pharmacy
Stephanie Eisenhard
Riverside Family Practice
Doris Engisch
Emergency Services
Tammy Ewer
Cardiac Float Pool
Mandessa Glasgow
3C
Laurie Goach
TNICU
Stephanie Goren-Garcia
Emergency Department
Bonnie Gregory
4C Medical-Surgical
Charles Grove
TNICU
Amy Hart
Enterostomal Therapy
Jill Hinnershitz
Neuroscience Unit

Lannhi Huynh
Pharmacy
Omid Jazaeri
Surgery
Hope Johnson
Operating Room
Brian Joho
Regional Burn Center
Sarah Kemp
ICU
Helga Kennedy
Medical Records
Heather Kish
Mother-Baby Unit
William Kline
Security
Susan Kultys
Nursing Float Pool
Debra Kunkel
Regional Burn Center
Jennifer Landis
MICU/SICU
Christine Lewbart
Emergency Department
Lou Lukas
Family Health Center
Jennifer Mariotti
LVP Medicine
Laura Martucci
MICU/SICU
Mary McGeer
Emergency Department
Timothy Misselbeck
Surgery
Fermin Morales
Surgery
Melissa Motz
Labor and Delivery
Frank Moyes
Emergency Med—Hazleton
Laura Musselman
Labor and Delivery
LouAnn Newman
Operating Room
Yanira Otero
Security
Joseph Paprota
Medicine
Jorge Perez
Medicine

Emily Peterson
Surgery
Elizabeth Powers
Pastoral Care
Gary Riddell
Clinical Engineering
Helen Romero
Transitional Trauma Unit
Andrea Russell
Pharmacy
Cheryl Schaeffer
Radiation Oncology
Ashley Schappell
Infusion Pharmacy
Laura Scheetz
Emergency Services
Traci Schmoey
LVP
Elie Schochet
Surgery
Darlene Schott
Pastoral Care
Danielle Schrader
Pharmacy
Debra Schuerman
Home Care
Jessica Sgro
6C Medical-Surgical
Caroline Shedlock
Hospitalist
Elizabeth Snyder
Information Services
Melissa Steager
Pediatric Unit
Paulette Vannatta
Patient Accounting
Raquel Vazquez
Regional Burn Center
Kay Wilkinson
NICU
Judy Wuchter
Quality
Jo Lynn Xander
PICU
Christine Yatsko
6K Medical-Surgical
Joseph Yozviak
Infectious Disease
Samantha Zambotti
TNICU

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