

MAY/JUNE 2003

focus on PRIDE

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Read about this healing harmonica player and his granddaughter on page 3!



Who's Got Spirit?

We've got spirit! Yes, we do!

Great spirit can be hard to define, but you sure know it when you see it. I see it in our hallways, cafeteria, gift shops, childcare center, and every nook and cranny of patient care. It's an intensely committed spirit of positivity that creates the ultimate healing environment. Think about your experiences here—what lifts your spirit? In just the last few weeks, I've seen such amazing spirit, more than I could ever list here....

I've seen excited, enthusiastic and engaged team members inspired by FiSH!—a book about Seattle's vibrant Pike Place Fish market where work and play mix dramatically. We've found inventive ways to use the FiSH! principles to build positive attitudes, have fun and make patients' days. Consider the 17th and Chew ED team members. They use a football theme to tally winning attitudes and score with a positive team spirit and cheer: FIGHT FiSH, FIGHT FiSH, FIGHT!

At a ribbon cutting for the new staging and recovery unit in The Regional Heart Center, I saw cath lab director Lee Phillips bubble over with words of admiration and gratitude for the “can-do” attitude and extraordinary work of all who worked on the project—from the in-house project manager team and cabinet shop to information services, telecommunications and biomedical engineering. This project may be done, but they keep cheering each other on for the next one.

When I visited our Children's Early Care and Education Center, I saw our staff members—as engaged parents—help celebrate The Week of the Young Child. They and their children decorated a flower garden mural, part of a weeklong theme, “Teachers, Families and Communities Plant the Seeds of Success.” Our staff even went above and beyond by raising money for the center, a spirited show of gratitude and appreciation for the daily care of their children.

I saw an outpouring of support for employees in the military and those who have relatives serving our country. Such caring is another measure of our high morale and deep relationships. When one person is touched, it affects us all and we spring into action. Read pages 8 and 9 to learn who is serving our country and how we provide support.

Our spirit is becoming well-known. At a recent national conference, one of our patient care teams presented nine posters—more than any other organization there. The quality of work was so notable and the enthusiasm in research so evident, that team members gave out hundreds of business cards to people interested in learning more. This is just one piece of amazing commitment that has resulted in our clinical teams presenting research at every *single* major national conference during the last year!

What happens here at home is equally impressive. Three senior executives from other Lehigh Valley companies have visited me for leadership advice. When I asked each why he sought advice at LVHHN, each had the same answer: “*LVHHN people stand out from others in our community because of their enthusiasm and commitment. They are really passionate about working in such a supportive and positive place.*”

Our great spirit clearly defines who we are. It makes it more pleasant for us to come to work every day and overcome an occasional bad day. It enables us to attract more positive colleagues and enhances the healing for our patients. Just look around—what do you see, how do you feel, what brings you here every day? It's the people, the opportunities, the experience... and of course, our spirit.

Lou Liebhaver, Chief Operating Officer

Harmonica Paul Plays On

Paul Hlavac is more than another serenader. His songs are perfect for healing himself and others.

He's got one harmonica that sounds like a piano. Another is deep like a bass fiddle. "This one plays in C, that one is great for the waltz, and this high-tech one here, well, it's lousy," say Paul Hlavac, showing off his collection of 30 harmonicas. Lousy or not, he loves them all and plays like he's eating corn on the cob.

You've probably heard Hlavac at LVH-Cedar Crest, serenading with the golden oldies, polkas or any of 400 songs he knows. "I've played from one end of this hospital to the other," he says.

It only took him 70 years to learn all his songs—this Breinigsville native has been playing since he was 8. "I learned from my Daddy," he says. "He was a true Slav. He lived in the country mountains and would play a little tune about how the streams and lakes and water supply would freeze in winter."

Today, Hlavac's harmonica odyssey is a true labor of love for him, his daughters and grandchildren. Yes, they all play. And

his wife of 54 years, Stephanie, sings and is always by his side at the hospital, pushing his wheelchair as he clutches the bag that contains his harmonicas. "Isn't that the most beautiful thing you've ever heard?" she says as Hlavac plays his favorite song, Malaguena, a traditional Spanish tune.

This musical family becomes even closer as Hlavac changes his routine. He spends every weekday in the radiation lobby of the Morgan Cancer Center, playing to patients and awaiting his own treatment for prostate cancer. Soon he'll undergo surgery for a hip replacement, too. But he isn't playing the blues. "My playing helps people take their minds off of their problems," he says. "They always tell me they love the music, and that makes me feel great."

A true ambassador of the instrument, Hlavac's generosity doesn't end with entertaining. He gives spare harmonicas to children, inspiring the next generation with his music. "This is my way of giving back to all the wonderful people I've met along the way," Hlavac says. "As long as I can draw breath, I'm gonna make music."

Dennis Lockard



After his treatment in the Morgan Cancer Center, Paul Hlavac serenades (l-r) his wife Stephanie, granddaughter Kaitlin Noel Evans, radiation therapists Jan Ferrel and Todie Schell, secretary Bonnie Collins and director Nancy Earley. They dance before artwork displayed in the Cancer Center.

Could I Have a Stroke, Too?



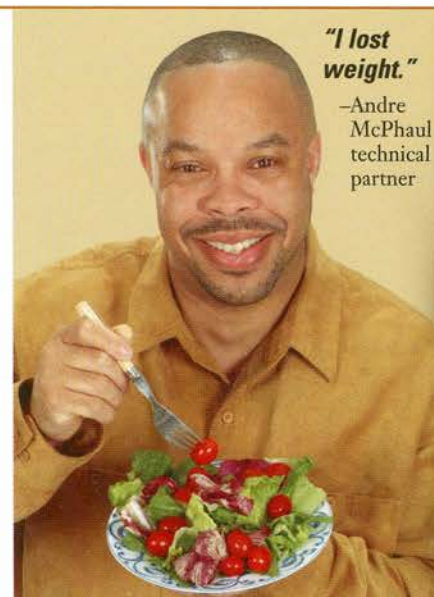
"I bought my own blood pressure cuff."

—Sue Moyer
administrative partner



"I quit smoking."

—Melissa Bailey, R.N.



"I lost weight."

—Andre McPhaul
technical partner

Colleagues on the neuroscience unit see stroke patients every day. They took the dangers to heart by learning their own risk.

Test your risk factor IQ by visiting www.lvh.org/stroke.

Mark Your Calendar:

May 21, Protecting Women From Strokes
See What's Happening for details.

The patient admitted to the neuroscience unit (NSU) looked like he was in great shape. A physical therapist, he was young, only 38 years old. He certainly didn't fit the stereotype of someone who just had a stroke.

For 36-year-old technical partner Andre McPhaul, it was a wake-up call. "I have a family history of people dying young from strokes and heart attacks," says McPhaul, who, as an African-American, is already at greater risk for stroke.

So last fall, when NSU nurses Naomi Solomon, R.N., and Marion Patterson, R.N., offered stroke screenings to their colleagues, McPhaul didn't hesitate to participate. "I discovered my blood pressure was borderline high, and that was great motivation to work out again," McPhaul says. "I joined a health club, started running three times a week, cut out fried and greasy foods, and eat a lot of salads."

His weight dropped from 220 to 184 pounds, and he lowered his blood pressure and his resting heart rate to healthy levels. In fact, 50 people (nearly everyone on the neuroscience unit) were screened to learn more about their risk factors and how to reduce them. This is just one reason why the NSU team won a 2003 Friends of Nursing Award.

Solomon and Patterson began the program because they were concerned about their own risk factors. They saw it as a meaningful way to educate staff about the dangers of stroke and learn firsthand about what their patients experience. They campaigned by displaying stroke awareness posters and later met with colleagues to review risk factors, develop personal plans to reduce them, and provide a list of exercise classes and smoking cessation programs reimbursable by ChoicePlus. "We care for people who have strokes and must be responsible by raising our own awareness," Solomon says.

But it doesn't end there. Solomon and Patterson now are following up with their colleagues to see how they're doing. Melissa Bailey, R.N., is among those bound to get high marks. She quit smoking. "The screening made me realize just how much I was putting myself at risk," she says. "It was an eye opener. Now when I talk to my stroke patients, I relate to them more personally."

Elizabeth McDonald

Friends of Nursing Award Winners

The Medical Staff Administrative Partner Award

Ingrid Bengston—ICU, LVH-M
Deborah Markulics—ED, CC

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

Susan Steiner—ABC Peds, Pond Rd.

The Fleming Award to Recognize "The Search for Best Practice"

Emergency Department Staff, 17

Cancer Services Leadership Council Excellence in Cancer Care Award

Erin McCarty—7C, CC

Mr. and Mrs. Abram Samuels Cardiovascular Nursing Award

Carol Hotchkiss—PCU, CC

Fleming Nursing Caring Award

Lois Douglass—Burn Center, CC
Francine Miranda—Legal Services

The Medical Staff Certified Registered Nurse Anesthetist Award

Nancy Adams—OR, LVH-M

Pulmonary Associates Award for Excellence in Critical Care Nursing

Russell Sutton—ICU, LVH-M

The Jeffery J. Hitchings Award for Excellence in Education

Tina VanBuren—MICU/SICU & SCU, CC

George E. Moerkirk, M.D. Emergency Nursing Award

Lillian Flynn—ED, CC

The Medical Staff Support Partner Award

Ervina Gordon—6B, CC
MaryEllen Riga—ED, 17

Joseph and Judith Kaminski Award for Excellence as a Float Nurse

Michele Boyer—Float Pool, LVH-M

Alma W. Holland Award for Excellence in Home Care Nursing

Loran Hind—Home Care

Dr. Fred Fister Award for Excellence in Hospice Nursing Award

Yvonne Stauffer—Inpatient Hospice Unit, 17

The Helen Potts Licensed Practical Nurse Award

Dawn Mazzuca—6B, CC

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

Lisa Achtermann—7C, CC

The Robert M. Jaeger, M.D. and David A. Tilly, M.D. Award for Excellence in Neuroscience Nursing

Susan Stefanick—7A, CC

The Medical Staff Technical Partner Award

Barbara Thomas—Inpatient Hospice Unit, 17
Leelamma Vaidan—7C, CC

The Fleming Award for Excellence in Nursing Practice

Laurie Griesel—Labor and Delivery, CC

Dr. and Mrs. Joseph Miller Award for Excellence in the Delivery of Obstetrical/Gynecologic Nursing Care

Erika Linden—PNU, CC

Dr. and Mrs. Joseph Prorok Award for Excellence in Perioperative Nursing

Diane Smith—OR, CC

Orthopaedic Associates of Allentown Award for Excellence in Orthopedic Surgical Nursing

Bruce Confer—OR, LVH-M

Josephine Ritz Nursing Award for Excellence in Patient/Family Teaching

Kim Sterk—LOVAR Study Program

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

Patricia Wilson—PICU, CC

Allentown Anesthesia Associates, Inc. Post Anesthesia Care Nursing Award

Candice Fritch—PACU, CC

The Rose Trexler Award for Excellence as a Preceptor

Dawn Smith—PCU, CC

Janine Fiesta Award for Excellence in the Promotion of Patient Care

Constance Malick—Care Management, CC

Psychiatric Nursing Award

Eleanor Mele—Behavioral Health, LVH-M

Award for Excellence in the Delivery of Rehabilitation Services

Donna Wanchisen—Rehabilitation Services
Occupational Therapy, CC

Alpine Medical Respiratory Service Award for Excellence in the Delivery of Respiratory Care

Keturah Fritz—Respiratory Care, CC

Trauma Nursing Award

Angela Strausser—TNICU, CC

The Lehigh Valley Health Network Board of Trustees Award to Recognize a Unit/Department Which Exhibits Caring Behaviors

Pediatric Outpatient Clinic, 17

The Board of Associates Award to Recognize a Unit/Department Which Demonstrates a Commitment to Professional Development

Neuroscience Unit—CC

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

Andrea Long—5B, CC

The Carver Award for Excellence as a Laboratorian

Anna Marie Phillips—HNL Safety
Department

The Senior Management Council Patient Satisfaction Award

PICU—CC

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

Erin Andrew—Cedar Crest College

2003 Physician Friends of Nursing Award

Wayne Dubov, M.D.—Orthopaedic Associates
of Allentown

All Aboard the Tricycle!



You may be familiar with the tricycle,

LVHHN's model for an already outstanding hospital. Its big, shiny front wheel sets the course for quality patient care. Its rear wheels of education and research propel that care forward. But what if those rear wheels were even better, bigger, stronger? What would that mean to a front wheel that's already zipping along?

"More opportunities for you to create the best results for your patients," says Terry Capuano, R.N., senior vice president, clinical services. That's a major reason why the structure surrounding LVHHN's chief medical officer (CMO) is taking a new road. Peek under the tricycle's hood to learn how:



FROM THE TOP

As interim CMO, recent emergency department chair Michael Weinstock, M.D., continues the legacy of former CMO Bob Laskowski, M.D. They and other leaders revamped the tricycle to "strengthen the link among patient care, education and research," Weinstock says. He is the traffic director, getting a clearer view of daily activities and leading the clinical chairs and two new vice president positions that focus on education and research, and physician recruitment.



EDUCATION AND RESEARCH

Having one person—Mark Young, M.D.—overseeing education and research "allows more collaboration between physicians and nurses," Young says. We've already seen this in a recent study to prevent blood clots in patients after surgery (see Working Wonders, page 11). Also on the team are 150 residents who learn by examining the whole patient, reducing wait times and reaching out to more Latino patients. "Our community benefits from our learning and teaching every day," says Young, also chair of community health and health studies.



The Wheels of the Tricycle

Putting an emphasis on education and research drives the main wheel of patient care. Wendy Korutz, R.N., and Joseph Trapasso, M.D., collaborate to learn CAPOE (computer assisted order entry). Their education leads to higher quality care by reducing the chance of handwriting errors, and delivering the right medications and tests to patients more quickly.



RECRUITING NEW PHYSICIANS

Recruiting and retaining the best and brightest physicians are key for Brian Nester, D.O., new senior vice president for physician practice and network development. "Our care is nationally and internationally recognized," Nester says. "We'll share that message with new physicians and our medical staff. Our superior record is a result of *their* tireless effort." The message is reinforced every time LVHNN delivers life-saving angioplasty to heart attack victims in the ED within 90 minutes, presents radiology reports pronto and more. Nester will work alongside Gavin Barr Sr., M.D., LVH-Muhlenberg pioneer and past medical director, who is now senior medical consultant for physician development. "His senior wisdom will help us share our healing message," Nester says.



QUALITY

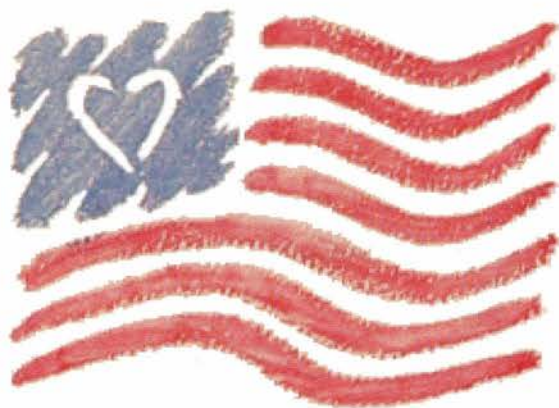
Paula Stillman, M.D., senior vice president for quality and care management, will continue to oversee quality that recently won LVHNN the country's only 2003 National Quality Health Care Award. That quality is evident in computer-assisted physician order entry, *primum non nocere* ("first, do no harm") projects and bar-coding of patient medications, all which reduce or eliminate errors. A new project focuses on reducing length of stay so patients can heal at home.



IMPROVEMENTS AT LVH—MUHLENBERG

LVH-Muhlenberg is already home to specialized services like The Children's Hospital of Philadelphia Specialty Care Center, behavioral health and in-vitro fertilization lab. Now, past medical staff president Robert Murphy, M.D., will guide the campus' growth as its medical director. "Our goal is to keep LVH-Muhlenberg focused on our community's special needs," he says. That includes visiting patients with the team, making the patients partners in their progress, providing comforts like private rooms, and getting colleague and patient input on the new campus.

Kyle Hardner



A TRIBU

Our very own colleagues and

Supporting a Colleague

It's early morning, and Sally Getz, R.N., rushes to watch ABC News' Diane Sawyer interview soldiers from Camp Wolf, Kuwait. "That's Bev's unit," she says, looking for her MICU/SICU colleague, Bev Tibbott, R.N.

Tibbott didn't get any camera time—she was flying an injured soldier to a hospital in Germany—but the report gave Getz a glimpse of life during Operation Iraqi Freedom.

Everyone on MICU/SICU is thinking of Tibbott, a veteran nurse, staunch patient advocate and major in the U.S. Air Force Reserves. Her latest tour of duty (she also served in Operation Desert Storm) began with a phone call on Feb. 25. In 24 hours, she cared for her patients, enjoyed a quick "farewell" bite of pizza with colleagues and packed for training. Two weeks later, she began treating soldiers injured in Iraq.

Back home, Robyn Collins, R.N., crafted a poster with her photos. Lori Snyder, R.N., collected 10 boxes of supplies—phone cards, hand lotion, licorice—and sent them to her. Heather Ward, administrative partner, house-sits Tibbott's nine beloved cats. Collins tapes "The Bachelor," one of Tibbott's favorite shows.

Everyone gathers to read the letters Tibbott sends back. She's now in Saudi Arabia, has met Coalition Commander U.S. Gen. Tommy Franks and is on the same base with colleague Donna Maldonado, R.N., from LVH-17th and Chew's short stay unit. "She's a real hero," says Collins, "We can't wait for her to return."

Go to the *Military_Colleagues* bulletin board in e-mail for a full list of colleagues and family members who are serving and how you can provide support.

Showing Their Colors In the LVH-Cedar Crest operating room (l-r), secretary Cathy Person, Diane Taylor, R.N., technical partner Teri Glase and sterile processing technician Gloria Bartholomew give a "thumbs up" to the troops, including Ed Straub, husband of Tammy Straub, R.N. (middle).



OUR

MICHAEL BADELLINO, M.D., TRAUMA SURGEON—ARMY R

LVH-MUHLENBERG OPERATING ROOM—ARMY RESERVES, FO

TECHNICIAN—ARMY RESERVES, MIDDLE EAST • **SARAH FINNE**

• **RANDY FRITZ, R.N.,** LVH-CEDAR CREST OPERATING ROOM—

SECURITY SUPERVISOR—AIR FORCE RESERVES, WILLOW GROV

LVH-17TH AND CHEW—AIR FORCE RESERVES, SAUDI ARABIA •

CAMP PENDLETON, CALIF. • **ANTHONY PACK, PHYSI**

WALTER REED HOSPITAL, GLOUCESTER, VA. • **BEV TIB**

• **DAVON WILLIAMS, R.N.,** FLOAT POO

TE to HEROES

family members defend our freedom



TROOPS

SERVES, NORTHERN IRAQ • **BRIAN BEATTY**, TECHNICAL PARTNER,
 T DIX • **NATHAN BRANOSKY**, ADOLESCENT BEHAVIORAL HEALTH
 TY, M.D., EMERGENCY MEDICINE—ARMY RESERVES, FORT BLISS, TEX.
 ARMY RESERVES, FORT DIX • **MATT LESISKO**, LVH—MUHLENBERG
 PA. • **DONNA MALDONADO, R.N.**, 4S/GYN SURGERY UNIT,
GERALD MORROW, M.D., GENERAL SURGEON—NAVY RESERVES,
 AN ASSISTANT, THE HEART CARE GROUP—ARMY RESERVES,
OTT, R.N., MICU/SICU—MARINE RESERVES, SAUDI ARABIA
 —AIR FORCE RESERVES, WILLOW GROVE, PA.

Remembering a Loved One

He played saxophone in the Wilson Area High School band, always helped the less fortunate and loved being a first-time dad. But above all, Christopher Scott Seifert was beloved by his mother, Helen Seifert, R.N., his father, Thomas, wife, Theresa, and four-month-old son, Benjamin.



On March 23, the U.S. Army captain and intelligence officer died at age 27 in the Middle East after a grenade attack allegedly by a fellow soldier. His death deeply affected America and colleagues of his mother, director of the Diabetes in Pregnancy Program at the Helwig Health and Diabetes Center.

Christopher was always there for others and his country, says dietitian Karen Friedly, a 20-year colleague of Helen's. She remembers Chris donating food to charity, caring for injured animals he found, being a tuxedo model for classmates during prom season and enrolling in ROTC at Lehigh University before making the Army his career. "We're all very proud of him," Friedly says.

He had his mother's spirit, says nurse practitioner Wendy Prutsman. "Photos of families Helen cared for years ago hang on our bulletin board," Prutsman says. "People remember her care and love to tell her about their children."

It is Helen's own maternal caring that families see, caring that set a "wonderful example" for Christopher, Friedly says. "Honor him by doing as he'd do—be supportive of others, do your job well and pray for our troops."

Kyle Hardner

To contribute to Christopher's memorial fund, call the development department at 610-402-9112.

L.P.N. *of the Year* *Is Right Here*



**Burn Center's
Nancy Nocek, L.P.N.,
leads, mentors and
cares with all
her heart**

He was admitted to the Burn Center with third-degree burns over 60 percent of his body. For four months, Don Miller struggled to survive after 12,000 volts of electricity from a generator at work shot through his body.

During those long weeks, night-shift nurse Nancy Nocek, L.P.N., was among his caregivers—bathing him, changing his dressings, sharing his tears. “When my family left at the end of the day, I was emotionally drained,” Miller of Allentown says. “But Nancy’s voice at night was always so soothing.”

Now, nearly four years and 51 surgeries later, Miller returns to the unit as a volunteer, counseling other burn patients and giving back what Nocek gave to him—hope and a reason to live. “I just listened to his fears and needs, and we talked about what his future held for him,” Nocek says.

That approach to patient care, coupled with her clinical expertise, teamwork, leadership and mentoring skills, has earned Nocek the “2003 L.P.N. of the Year” award by *Advance for L.P.N.s* magazine. She topped 33 other nominees from the greater Philadelphia tri-state area.

Just ask her nominator, Gloria Hamm, R.N., what makes Nocek shine, and she’ll tell you it’s not only her compassion. “It’s the way she notices subtle changes in a patient’s condition and quickly alerts an R.N.,” Hamm says. “It’s how she goes above and beyond to expand the L.P.N.’s role and gets involved in the unit’s education, staffing and improvement committees.”

Nocek also is so skilled at inserting intravenous lines “that patients hardly feel discomfort,” Hamm says. And her wound care is top-notch. “It requires a special skill to care for wounds,” Hamm says. “It takes up to three years to understand the different levels of healing.”

That expertise has earned Nocek respect from colleagues and the opportunity to precept other L.P.N.s, teaching them about computer basics, how to educate patients about self-care and more. Inspired by her mentors, Nancy Humes, R.N., Mindy Brosious, R.N., and Hamm, Nocek teaches as she was taught. “They didn’t just explain things to me, they gave me hands-on experience, and that’s the best way to learn,” Nocek says.

Whether it’s her soft voice or her generous way of donating clothing and housewares to those who lose belongings in a fire, Nocek makes a difference in her patients’ lives. A look in Don Miller’s grateful eyes tells you that. “Nancy and all the nurses here are such strong supporters,” he says. “Their caring continues even after you leave.”

Elizabeth McDonald

MAY SERVICE STAR

All LVHHN nurses develop a special bond with patients and families, but the bonds developed by Joelle Milkovitz, R.N., reach beyond LVHHN's walls.

Consider one young cancer patient. When she entered 7C at LVH-Cedar Crest for chemotherapy, she was shy, withdrawn and preoccupied with her illness. But when she and Milkovitz met, they were like lifelong friends. They talked of the woman's dreams of marriage and looked at pictures of the beloved horse she longed to ride again. When her treatment finished and her boyfriend proposed, the patient called Milkovitz to share the news. Milkovitz attended her wedding.

Another time, Milkovitz was there for a terminally ill patient who feared to stay in the hospital alone. When the patient died, Milkovitz attended the funeral. "Joelle shared memories, laughed, cried and mourned with us," says the woman's daughter-in-law, Tami Mumme. "She became part of our family."

"She radiates extraordinary care," says Jennifer Hook, R.N.

Joe Candio



Joelle Milkovitz, R.N.

SERVICE STAR

Congratulations to Award Nominees

Sheila Dinan, coordinator, HealthWorks

Nominated by Sharon Schippang, R.N., HealthWorks

Pamela Fallstich, administrative partner

LVH-Muhlenberg emergency department

Nominated by Donna Beahm, R.N., LVH-Muhlenberg emergency department

Theresa Glase, technical partner, LVH-Cedar Crest operating room

Nominated by Patricia Cressman, R.N., LVH-Cedar Crest operating room perioperative director

Joanne Mann, R.N., hospice

Nominated by Kelly Minnich, R.N., inpatient hospice unit supervisor LVH-17th and Chew

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

For Patrick Pagella, R.N., and his research team, curiosity didn't harm any felines—it made patients more comfortable during their stay here and led to a \$56,000 cost savings.



Patrick Pagella, R.N.

WORKING WONDERS

Pagella, critical care float pool nurse and former patient care specialist for the transitional trauma unit, noticed many of his patients were uncomfortable wearing the pneumatic compression "boots"—or calf sleeves—that prevent blood clots after surgery. As a result, patients weren't using them as necessary.

"I was curious to find better products on the market," says Pagella. "So I teamed up with outcomes coordinator Pat Matula, R.N., and research expert Joanie Bokovoy, R.N., Ph.D." With help from Eileen Sacco, R.N., patient care specialist on 5B/5C, the trio embarked on a 10-month study that discovered a new, more comfortable and less expensive boot that worked as well as the original.

The new boots, implemented last December, are a hit with patients, and now Pagella is spreading the word nationwide. He presented his findings at Yale University to the Eastern Nursing Research Society, and the team currently is working on an article for publication in a national medical journal.

Joe Candio

HOW IT ADDS UP

IDEA New device to prevent blood clotting

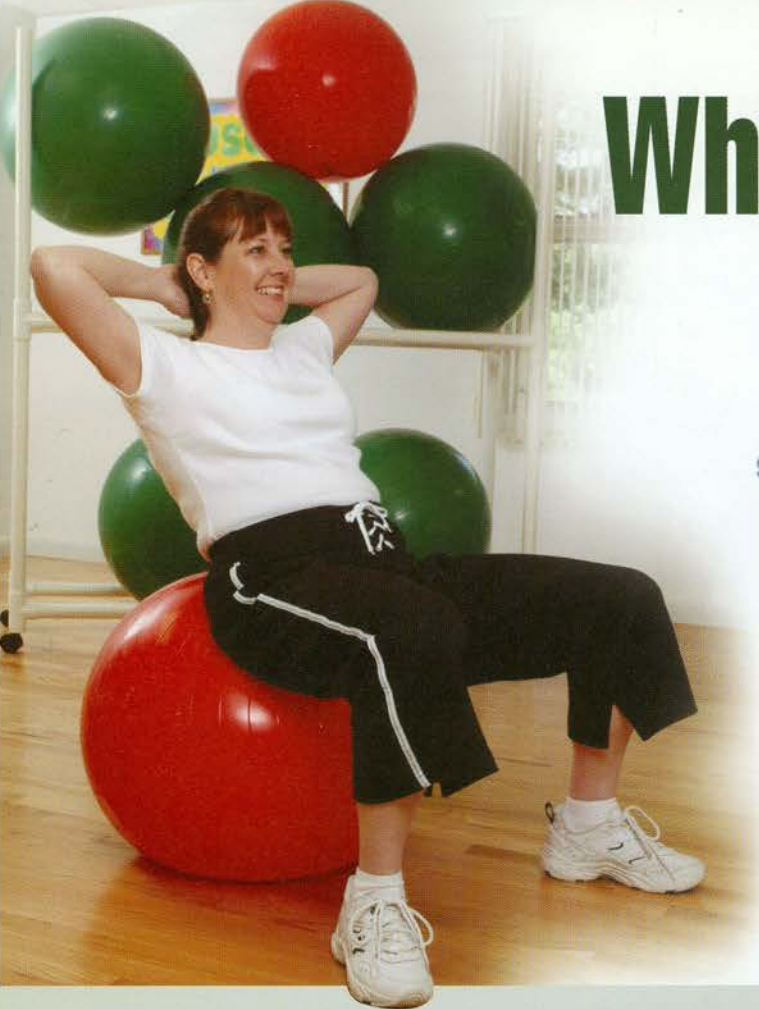
BY Patrick Pagella, R.N.
Joanie Bokovoy, R.N., Ph.D.
Pat Matula, R.N.

ESTIMATED ANNUAL SAVINGS \$56,689

AWARD AMOUNT \$2,834 per team member

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



STARTING

**MAY
21 & 28**

Get More *Balance* in Your Life!

This NEW fitness program is covered by ChoicePlus!

Try **Balanced Fitness**, NEW from **Healthy You Programs**.

As displayed here by Karen Luckraft, project coordinator, you'll use an exercise ball to build core strength. A preview session is

Wed., May 21, 6 - 7 p.m., with six-week sessions starting

Wed., May 28. Sessions are at the Healthy You Center on Fish Hatchery Road, Allentown.

For information, or to register, call 610-402-CARE.

**MAY
21**

GRAND OPENING BREAST HEALTH SERVICES

Wed., May 21

7 - 9 a.m.; 11 a.m. - 1 p.m.; 4 - 6 p.m.
LVH-17th and Chew

Celebrate the move of Breast Health Services' downtown office to a new facility at LVH-17th and Chew. Take a tour, win prizes, enjoy refreshments.

**MAY
21 & 22**

OPEN HOUSE The new HEALTH SPECTRUM PHARMACY at LVH-Muhlenberg

Wed., May 21 and Thu., May 22
noon - 4 p.m. each day

Celebrate the move of Health Spectrum Pharmacy into a more convenient location—the LVH-Muhlenberg lobby. Take a tour, win prizes, enjoy refreshments.

**MAY
21**

A Time of Transition

Wed., May 21 10 - 11:30 a.m.
2166 S. 12th St.
1st floor conference room

This Preferred EAP workshop teaches ways to deal with workplace change. Register by calling 610-433-8550.

**MAY
21**

Protecting Women From Strokes

Wed., May 21 6 - 7 p.m.
(screenings 7 - 8 p.m.)

LVH-17th and Chew, Center for Healthy Aging

Understand how strokes affect the well-being of women and how you can prevent them. Free risk assessments afterward. Call 610-402-CARE.

**MAY
21 - 23**

Geranium Sale

Wed., May 21, Thu., May 22
and **Fri., May 23**
8 a.m. - 8 p.m.

LVH-Muhlenberg lobby
Proceeds benefit the Auxiliary of LVH-Muhlenberg.

**MAY
27**

Understanding and Averting Violence in the Workplace

Tue., May 27 9 - 10:30 a.m.
2166 S. 12th St.
1st floor conference room

Register for this Preferred EAP workshop by calling 610-433-8550.

**MAY
28**

Handbag Sale by "In the Bag"

Wed., May 28 7 a.m. - 4 p.m.
LVH-Muhlenberg lobby
Proceeds benefit the Auxiliary of LVH-Muhlenberg.

**MAY
30 & 31**

Spirit of Women RIDE for CANCER

Lehigh Valley
Velodrome

Fri., May 30 5 - 7 p.m.

Packet and T-shirt pickup

Sat., May 31 8 a.m. - 1 p.m.
Women's Health and Fitness Fair

8 - 9 a.m. Check-in

9 a.m. - 1 p.m. Ride a 5-, 14- or 30-mile road loop

Benefits women's cancer programs at LVHHN. Make check payable to Nicole L. Reinhart Memorial Fund, Inc., 19 West Chestnut St., Macungie, PA 18062.

**JUNE
4**

Jewelry Sale by Gold Coast Promotions

Wed., June 4 7 a.m. - 4 p.m.
LVH-Muhlenberg lobby

Credit cards are accepted. Proceeds benefit the Auxiliary of LVH-Muhlenberg.

Having a Rewarding Professional and Personal Life

Wed., June 4 10 - 11:30 a.m.
2166 S. 12th St.
1st floor conference room

Register for this Preferred EAP workshop by calling 610-433-8550.

**JUNE
26**

Facilitation Workshop

Thu., June 26 8 a.m. - 4:30 p.m.
1770 Bathgate, conference room 2

Improve your meetings by attending this fun seminar. Register by e-mailing Gwen.Rosser or calling 484-884-4865.

**JUNE 7
&
JULY 5**

Recreation Committee Daytrips NY City Gourmet Shopping Trip

Sat., June 7 and July 5

Sample the city's most famous pastry and food stores. Cost is \$23 per person (includes bus transportation). To register, e-mail melissa.cope@lvh.com.

**JUNE
17 & 24**

Computer Education

Tue., June 17 and 24

June 17 noon - 4 p.m.
LVH-Muhlenberg training room
June 24 8 a.m. - noon
LVH-Cedar Crest training room

Courses in **Access 97, Word 97, PowerPoint 97, Windows NT** and **GUI e-mail**. To register, go to Forms_LVH or Forms_MHC on the bulletin board. Right-click on I/S Computer Education Request.

**JUNE 12
&
JULY 10**

Intermediate E-mail Training

Thu., June 12 and Thu., July 10

1 - 3 p.m.

Intermediate GUI e-mail training. To register, go to Forms_LVH. Right-click on Intermediate GUI for CC Site.

**JUNE
26 & 27**

Healthy You on Tempo!

Upcoming episodes on Lehigh Valley PBS (Channel 39):

Thu., May 29 8 p.m.

Fri., May 30 9 p.m.

Urogynecologist Marisa Mastropietro will show you how to take control of "leaky bladder," a problem affecting women of all ages.

Thu., June 26 8 p.m.

Fri., June 27 9 p.m.

Go inside LVHHN's Sleep Disorders Center and discover what could be keeping you from the sleep you need.

Deadline

**JUNE
16**

Spirit of Women Honor Her...

If you know a woman who dedicates herself to her patients, her family and her health, nominate her for a Spirit of Women award! The winner is honored at an October event and gets a free trip to Florida! Call 610-402-CARE for forms.

Meet LVHHN's New Physicians



Martin Matsumura, M.D.

DEPARTMENT

Medicine—*Cardiology*

PRACTICE

The Heart Care Group, PC

EDUCATION

Ohio Wesleyan University;
Case Western Reserve University

RESIDENCY

Hospital of the University of Pennsylvania

FELLOWSHIP

University of Virginia Medical Center



Juhan Paiste, M.D., M.B.A.

DEPARTMENT

Anesthesiology—*Cardiac Anesthesia*

PRACTICE

Allentown Anesthesia Associates Inc.

EDUCATION

University of Tartu, Faculty of Medicine

RESIDENCY AND FELLOWSHIP

Hospitals of the University Health
Center of Pittsburgh



William Roberts, M.D.

DEPARTMENT

Obstetrics and Gynecology—
Maternal-Fetal Medicine/Obstetrics

PRACTICE

LVP—Maternal Fetal Medicine

EDUCATION

Auburn University; University of
Alabama School of Medicine

RESIDENCY

Keesler Air Force Base Medical Center

FELLOWSHIP

University of Mississippi Medical Center



David Shanley, M.D.

DEPARTMENT

Family Practice

PRACTICE

Solo

EDUCATION

Lehigh University; Medical College
of Pennsylvania

RESIDENCY

Bryn Mawr Hospital



1 Is That Jo Pa's Sig? Yes it is! Kristen Sowards, a Penn State grad and daughter of Susan Hoffman, senior director, public relations (also a Penn State grad), mailed a photo of Route 22's baby billboard to Joe Paterno, the university's famed football coach. He returned it with his John Hancock.

2 A Milestone Celebration Valley Preferred, a preferred provider organization owned by the LVPHO, a joint partnership between LVHVN and the Greater Lehigh Valley Independent Practice Association, reached a milestone last November when the group signed up its 100,000th member. Among those who attended an April celebration were (L-R) Tina Werkheiser, executive assistant, Gregory Kile, executive director (both from the LVPHO) and perinatologist Robert Atlas, M.D.

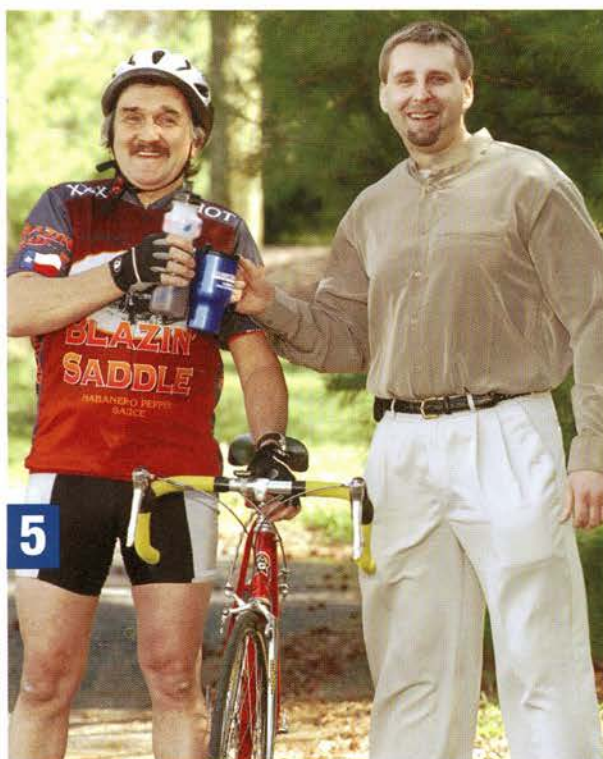


3 You Gotta Have Art Ross Gallery auctioneer Chris Purcell introduces a Parisian street scene depicted by Russian artist Viktor Shvaiko during "Springtime in Paris," the Professional Nurse Council Art Auction. Last month's auction, held in LVH-Cedar Crest's Jandl Family Pavilion, raised more than \$20,000 for nursing.

4 Taking Her Daughter to Work Proud mom Tracy Dugan of Allentown shows off her beautiful daughter, Caitlin, to Amy Hordendorf, 14, who shadowed her nurse mom, Donna, on the mother-baby unit during the annual "Take Your Children to Work Day." About 250 employees and their children started the day at a breakfast and information session before getting down to business on units and in offices. The day was sponsored by the Professional Nurse Council.

5 He Revealed the "Masked Man!" Daniel Berg (right), an analyst for materials management, guessed the "masked cyclist" from March's CheckUp. It's Glenn Alpha (left), a supply distribution services specialist who rides to work every day. Glenn uses his bike's water bottle to "toast" Berg's prize—a PRIDE travel mug.





Muhlenberg

They “Dig” the New Look

They arrived with hardhats that proclaim “R.N. case managers—building a bright future at LVH–Muhlenberg.” Below (l-r), Sara White, R.N., Diane Milkovits, R.N., Sandy Bird, R.N., and Kathy Scott, R.N., celebrate the seven-story building’s construction at the May 6th groundbreaking. “We already see smiles on open heart and ED patients who heal here thanks to our new services,” says Bird, “and it will only get better for our community.” Get ready for 2005—that’s when the new building is scheduled for completion!



Happy Anniversary! MAY 2003

10 YEARS

Francis Daugherty
Information Services

Donna Grather
Trauma Reg. Resource Ctr.

Tami Jackson
Gynecologic Oncology Spec.

Debra Kleppinger
Physical Medicine

Jo Sabia
Home Care/Home Health

Lori Serbel
6B Renal Medical/Surgical Unit

Joseph Shadid
TNICU

Michele Shara
Psychiatric Rehabilitation

Theresa Shelhamer
OB/GYN Associates

Mary Toth
Nurse Staffing Office

Melodie Wendling
Pharmacy

5 YEARS

Melissa Czarnecki
Pharmacy

Laura Fisher
Hamburg Family Practice Ctr.

Geraldine Jones
Hamburg Family Practice Ctr.

Michael Kurinec
HSMP Allentown Patient Services

Joseph Matus
Kutztown Primary Care Assoc.

Jay Needle
Spectrum Pharmacy, LVH-M

Debra Seidel
Hamburg Family Practice Ctr.

Dawn Sonon
Hamburg Family Practice Ctr.

Lisa Strohl
Helwig Health and Diabetes Ctr.

Teresa Wigoda
Compliance

20 YEARS

Denise Geiger
Labor & Delivery

Anita Kocher
Benefits Verification

Janice Kulikowski
Messenger Svcs.

Cindy Orlando
Acute Coronary Care Unit

Diane Roth
Trexlerstown Medical Ctr.

15 YEARS

Kathleen Brown
Open Heart Unit

James Dunkle
Plant Engineering

Joann Gilmore
Post Anesthesia Care Unit

Malvina Goodwin
Aids Activity Office

Sharon Hoffner
Emergency Department

Craig Koller
Academic Medical
Info. Svcs.

Cathy Kratzer
6N Adult Psychiatry Unit

Kimberly Rhode
Bed Management

Carolina Rivera
Burn Unit

Diana Roberts
Express Admissions

Susan Smith
Medical Records

Mary Sprankle
Nursing Float Pool

Brenda Stetler
Operating Room

30 YEARS

Bonnie Long
Patient Care Services-3S

Joann Lutte
OB Maternal Fetal Medicine

Susan Sanders
Neonatal ICU

25 YEARS

Mary Brown
5B Medical/Surgical Unit

Susan Collins
TNICU

Karen Dimmig
Fiscal Services

Carol Guanowsky
Employee Health Svcs.

Diane Horowski
Endoscopy-G.I. Lab

Ruth Hughart
Labor & Delivery

Dara Patton
TNICU

Stella Polit
7C Medical/Surgical Unit

Kathleen Powers
Volunteers Office

Georgene Saliba
Legal

Susan Sawka
Cardiac Cath Lab

Vicki Spohn
Sleep Disorders

Leanne Stendell
Pain Management

Susan Teti
7B Medical/Surgical Unit

Suzanne Trinkle
ASU-PACU/OR

Sharon Wilson
Operating Room

Celebrating 30 years!

BONNIE LONG, L.P.N.

3S, LVH-Muhlenberg

Other Units Where I Worked Med-surg,
emergency department, drug and alcohol, ICU

My Inspiration at LVHNN My friends at
work. I value them the most.

Best Virtue Thoroughness; not leaving any
loose ends when my shift is over.

Favorite Vice Reading! Whatever interests me
at the moment. I love bookstores and libraries.

Favorite Food Lasagna

Submit any story ideas to Carol Trunzo, 1770 Bathgate,
using interoffice mail, e-mail or by calling 484-884-4974.
LVHNN is an equal opportunity employer. It is our policy
to recruit, hire, train and promote in all job classifications
without regard to race, color, religion, age, sex, national
origin, disability or veteran status. LVHNN's Affirmative
Action Plan can be reviewed in the human resources
office between 8 a.m. and 4 p.m., Monday through Friday.
EOE M/F/D/V

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

CHECKUP is a monthly publication
created for the employees of

**LEHIGH VALLEY HOSPITAL
AND HEALTH NETWORK**

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Shared Success

REPORT CARD

Good Grades Earn You a Pay Bonus



A

Making the grade
*in patient satisfaction and
financial goals earns you a
pay bonus.*

Look inside for
performance
updates and a
"cheat sheet"
to help you
understand
how we grade
and to help
you score high.

LEHIGH VALLEY
HOSPITAL AND
HEALTH NETWORK

Your Cheat Sheet

The Test Score – This is our raw score for patient satisfaction.

The subject of our “*test*” is our patients’ “likelihood of recommending the hospital.” Our patients’ feedback on the Press Ganey patient satisfaction surveys determines our score.

The Curve – This measures how our test score compares to scores from other hospitals our size that also use Press Ganey. The result is a percentile ranking.

The Final Grade – This is the grade that matters the most in the Shared Success Plan. Our final grade is the average of the “curve” (or percentile) from each quarter and is expected to meet the goal for your bonus.

The Goals – Shared Success Plan sets three degrees of goals—threshold (good), target (better) and maximum (best). Your bonus increases if we meet a higher goal.

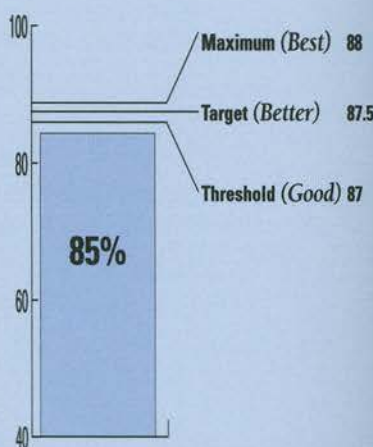
The Finances – Part of the plan is to keep costs low, too. Costs are measured per case (or admission) and also have threshold, target and maximum goals. Achieving both patient satisfaction and financial goals at fiscal year’s end assures your reward:

Likelihood of recommending a HOSPITAL

LVH Inpatient

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
The Test Score (Our score for patient satisfaction)	88.5	89.5	90	
The Curve (The percentile ranking of how we compare to other hospitals)	78	89	88	
The Final Grade (Average of how we compare to other hospitals)		83.5	85	
Year-End Final Grade				

GOALS

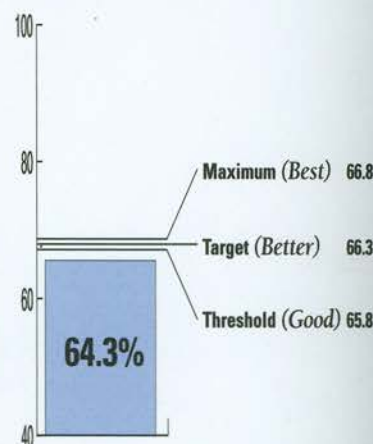


Performance to Date

LVH & LVH-Muhlenberg Outpatient

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
The Curve (The percentile ranking of how we compare to other hospitals)	53.5	70.8	68.5	
The Final Grade (Average of how we compare to other hospitals)		62.1	64.3	
Year-End Final Grade				

GOALS

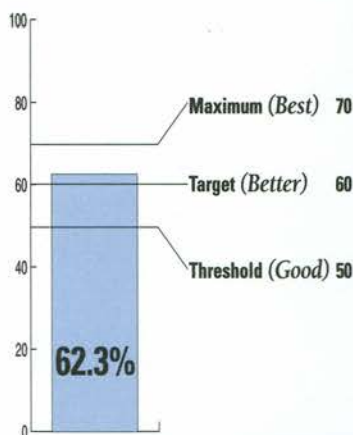


LVH-Muhlenberg

Inpatient

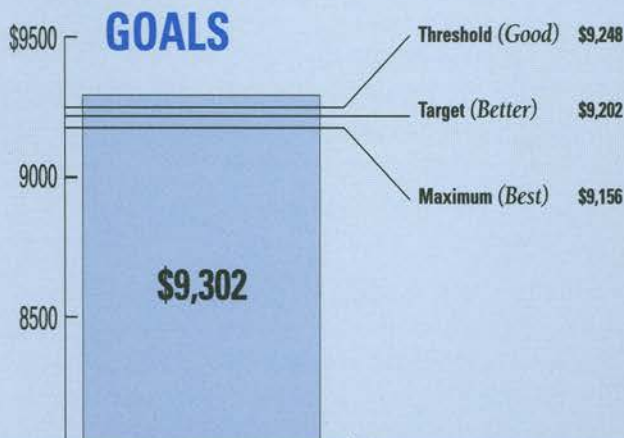
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
The Test Score (Our score for patient satisfaction)	85.6	88.9	90.1	
The Curve (The percentile ranking of how we compare to other hospitals)	38	67	82	
The Final Grade (Average of how we compare to other hospitals)		52.5	62.3	
	Year-End Final Grade			

GOALS



Performance to Date

Our expenses per case



A Good Grade

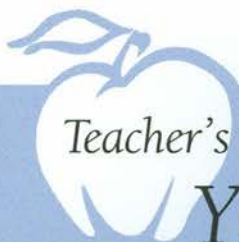
Earns You a BONUS

In school, good report cards probably earned you a prize—an increase in allowance, a special dinner or maybe a Dorney Park visit.

At LVHHN, good grades also bring rewards.

Through LVHHN's Shared Success Plan, we reward you for ***"making the grade"*** in our patient satisfaction and financial goals by June 30 (the fiscal year end) with a bonus in your paycheck!

So how are we doing so far? This report card gives quarterly updates on inpatient and outpatient performance, and also includes a ***"cheat sheet"*** to help you understand how we grade and to help you score high.



Teacher's TIPS for Earning YOUR BONUS

Lights. Camera. Action! Every time you wear your LVHHN badge, pretend you're on camera for a movie. When you review the "tape" later, how do you want to look and sound?

In every encounter with a patient or family member - no matter how brief - *how* you say something is more important than what you say. Research shows that:

- 55 percent of our message is *visual*
 - body language, facial expressions and gestures
- 38 percent of our message is *vocal*
 - volume, rhythm, tone of voice
- 7 percent of our message is *verbal*
 - actual words spoken

When a patient or family member needs assistance, you're on! Say hello, introduce yourself, ask how you can help and if you can do more...and do it all with a smile that would make any movie director proud.

WANT TO KNOW MORE? Your supervisor can answer questions about Press