

# CHECK UP.

LEHIGH VALLEY  
HOSPITAL AND  
HEALTH NETWORK

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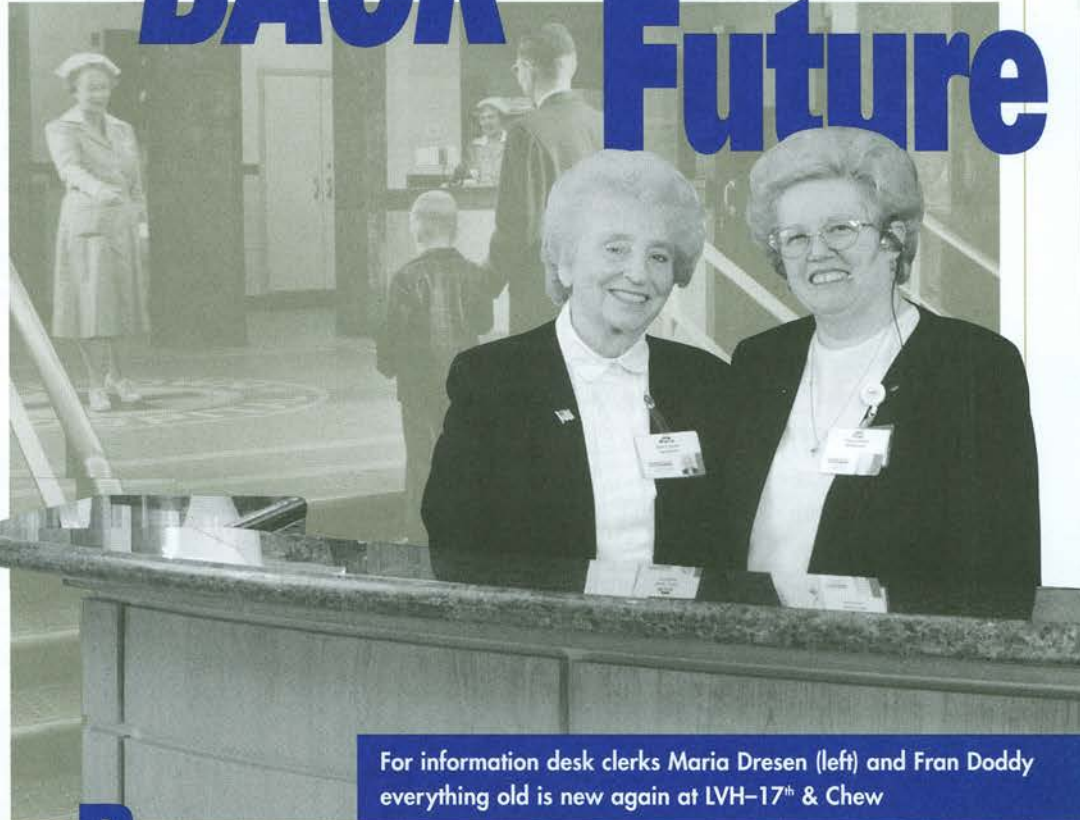


**U.S. News** ranks  
Lehigh Valley Hospital  
highest in our region  
for heart care and  
heart surgery.

See "Hats Off" on  
page 12 for details.

focus on **PRIDE**

## BACK to the Future



For information desk clerks Maria Dresen (left) and Fran Doddy everything old is new again at LVH-17<sup>th</sup> & Chew

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**New Physicians at LVHNN**

**B**eautiful. Stunning. Just gorgeous. These are a few of the words heard during the employee celebration of new renovations at LVH-17<sup>th</sup> & Chew.

But to Maria Dresen, it goes much deeper than that. "For me, it is the continuation of a dream," she says.

Dresen, a part-time information desk clerk, arrived from Germany to what was then Allentown Hospital with her husband in 1955. Her husband, Karl-Albert Dresen, was recruited from the University of Bonn to help fill a shortage of interns and residents.

"We came from a country devastated by war," Dresen says, "and the hospital was just so beautiful. We were just overwhelmed when we first walked into the lobby. It was all just so, so impressive."

Dresen feels that visitors and patients will have the same feelings today when arriving at the hospital. Today there's a brand new reception and information area, diagnostic care center complete with a child care area, a food court, gift shop and a new entrance and corridor with showcases filled with historical artifacts and murals.

Renovations in August will add a new pharmacy, an outdoor plaza, and the Center for Healthy Aging, where seniors can visit a doctor, take a health or exercise class and get educated in the health library and learning center.

Continued on page 3

Privacy

Respect

Involvement

Dignity

Empathy

A warm  
hello from  
Jessica Velez  
at the new  
17<sup>th</sup> & Chew.

See page 3.







## Reinvent, Revitalize and Renew at 17<sup>th</sup> & Chew

OUR PROMISE TO RECREATE OUR PRESENT AND CELEBRATE OUR PAST IS A REALITY

**M**ore than 100 years ago, a group of community women raised more than \$5,000 to buy the lot where LVH-17<sup>th</sup> & Chew stands today. Those Auxiliary women hosted oyster suppers and strawberry festivals, sold hay harvested on the lot and engaged neighbors in the celebration of a new hospital and new way of caring.

Today, we celebrate again. We celebrate our heritage at LVH-17<sup>th</sup> & Chew, and we celebrate our future as we reinvent, revitalize and renew our services at the hospital there. "We will be resilient," we promised our community and employees eight years ago when we examined how we provide care there. "We will not abandon downtown, we will change for the better."

And we have changed, evolving into an outpatient hub of wellness with nearly \$25 million in enhancements. Step inside, and you'll see a magnificent blend of the old and new. Murals of local legends and medical artifacts remind us of where we came from. A brand new one-stop Diagnostic Care Center, a welcoming lobby, food court, a play area with tiny facilities for tiny children and a great gift shop—all on the ground floor for easy off-street access—remind us where we are going.

• **Where are we going?** That's what we've been asking—and continue to ask—our patients, staff, physicians and community partners. We asked neighbors who requested more parking, so we built a lot at LVH-17<sup>th</sup> & Chew. We asked community leaders who emphasized the importance of urgent care in downtown, so we renovated our emergency department and built strong programs that reach out to victims of sexual abuse and domestic violence. We asked local agency representatives, caregivers and patients who advocated for the special needs of our growing senior community, so we designed a Center for Healthy Aging that will be complete by fall.

All in one stop, seniors will be able to visit a doctor, research in the Health Library and Learning Center, get a test in the Diagnostic Care Center, visit with representatives from the Area Agency on Aging, fill a prescription at Health Spectrum Pharmacy and learn in a class such as "Turning Memories into Memoirs."

We create lasting memories, experiences *and* relationships, and we extend our hand downtown to older *and* younger people in need. At the School of Nursing, we've renewed our

commitment to help Communities In Schools students who are at risk for dropping out of school and expanded classroom space there. We take caring personally and many of us offer to mentor these teen-agers, as featured in this issue of *CheckUp*.

We treat people with dignity and recognize the special needs of the growing, underserved downtown community. We revitalized our clinic care with a traditional private practice approach two years ago and today, guide thousands of patients with classes, special programs and outreach to manage their care. Joining in this revitalization is the mental health/mental retardation clinic, which has moved from a building on 17<sup>th</sup> Street to the campus.

We continually reinvent ourselves as the nature of health care transitions and changes. We are building on the excellence of the ambulatory surgical unit by expanding our "short stay hospital," expected to ease the inpatient crunch at LVH-Cedar Crest. By December, community members will undergo elective surgery, receive special amenities and recover up to two days under the care of our superior staff at LVH-17<sup>th</sup> & Chew.

Reinvention is more than fulfilling our community's and our staff's needs. It means we strive to be an extraordinary and vibrant partner in the well-being of our friends, family, employees and neighbors, and in the economic health of our community. It means we ask, "What do you need?" and then exceed all expectations.

We reinvent, renew and revitalize—and therefore, we change. But what hasn't changed in 103 years is our spirit. It is the same spirit those auxiliary members and legendary founders and visionaries felt when they saw an opportunity for their community. Walk through LVH-17<sup>th</sup> & Chew today, and you will *feel* it and *know* it, and you will *see* it in the friendly and familiar faces there, such as Maria Dresen and Fran Duddy who are featured on *CheckUp's* front page.

They are sure to welcome you with a bright, "Hello! How can I help you today?" Helping you and helping our community is what we do every day, why we are here and why we reinvent, renew and revitalize. That was and always will be our promise, and we are proud that we give life to the caring legacy in our downtown Allentown community everyday.

Lou Liebhauer  
Chief Operating Officer



# BACK to the Future

Continued from page 1

Dresen and her information desk colleague Fran Doddy are the first faces people see. They're the "awesome arrivals" team, "What's been done here gives me such a big lift," Doddy says. "It's wonderful that our senior community—which is large and growing—will have their own hub of wellness and feel so connected with all the history here."

Dresen knows about connections at LVHHN. Her reflections take her back to 47 years of special times. A housing shortage in war-torn Germany prevented her and her husband from marrying for 10 years. But the anticipation of a new life and new opportunity in America changed all that. They married just before leaving for Allentown and celebrated their honeymoon on the ship to the United States.

Three weeks after arriving in this country, Dresen was hired as a secretary at the Counseling Center for Alcoholism at 17<sup>th</sup> & Chew. "We loved Allentown, and I was so proud to be working at the hospital," she says.

She worked at that position for six years until she had the first of her three children, all of whom were born at 17<sup>th</sup> & Chew. Her husband retired from the hospital in 1973 and passed away three years later.

Looking for an opportunity to reunite with colleagues, Dresen returned to the hospital in 1982 as assistant director of volunteers. She stayed at that position for ten years before "retiring."

Retirement didn't last long. A few months later, she was recruited to work at the information desk. "I'm good with people," she says, "and I love it here. This hospital is like a second home to me, and everyone here is family. You could say that I'm married to this hospital."

That's why Dresen feels that the 17<sup>th</sup> & Chew renovations are so special—and so important—to her. "America and this hospital represented hope and the fulfillment of a dream for me, and these renovations prove that the hospital is committed to doing the same for others."

Dennis Lockard

## What's New at 17<sup>th</sup> & Chew?



Receptionist Jessica Velez is part of the team in the Diagnostic Care Center, where patients can receive all their tests in one stop. She welcomes patients in the "be our guest" spirit, the theme created at the LVH-Cedar Crest center.

(Clockwise, from left) Jonah Adamak, 5; Alec Consuelos, 4; Kadmar Namey, 4; and Anthony Rodriguez, 5—all children of LVHHN employees—have a ball in Magic Years Daycare. Thousands of children will enjoy the fun there, so their parents can rest easy while they receive care in the clinic.



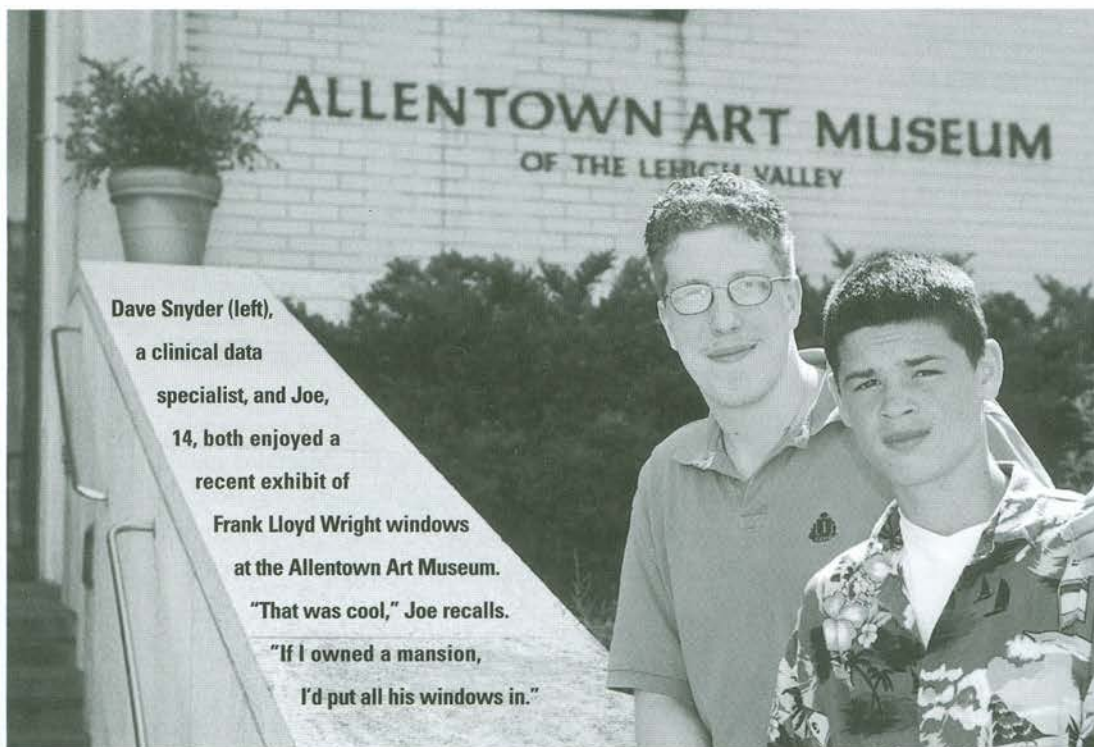
Auxiliary members Dorothy Parnell (front) and Roy Kehm get ready for their first customers in the brand new gift shop. They and other auxiliary members carry on the legacy of those who founded the hospital 103 years ago.



Renovations are continuing at 17<sup>th</sup> & Chew in the area of the previous gift shop and lobby. By September, seniors will receive care, attend classes and get health information they need in the Center for Healthy Aging.



# MUTUAL R · E · S · P · E · C · T



Dave Snyder (left), a clinical data specialist, and Joe, 14, both enjoyed a recent exhibit of Frank Lloyd Wright windows at the Allentown Art Museum. "That was cool," Joe recalls. "If I owned a mansion, I'd put all his windows in."

LVHVN clinical data specialist Dave Snyder and an at-risk 14-year-old find personal rewards through a Communities In Schools mentoring program

## Want to be a Mentor?

Call Gale Siess, CIS director of volunteer resource development, at 610-402-3822 to sign up.

**Sometimes they go to the mall. Maybe they'll shoot a few hoops. Mostly, they talk.** It's only been about six months since they met, but already Dave Snyder, a data research specialist in the John and Dorothy Morgan Cancer Center at LVH-Cedar Crest, and 14-year-old Joe, have a solid friendship.

"It works because we treat one another with respect," says Joe, a soft-spoken Allentown teen-ager who will be entering 10<sup>th</sup> grade. "I admire him because I don't have a big brother."

Dave, 23, and Joe were paired through the Aspires Mentoring Program at Communities in Schools of the Lehigh Valley (CIS), a mentoring program for at-risk middle and high school students in the Allentown and Easton school districts. CIS, the largest stay-in-school network in America, provides alternative education in a separate classroom setting. Community partnerships through tutoring and career and personal mentoring help teens stay on track academically and socially.

Although LVHVN has been involved with CIS for eight years, Dave first learned of the program through a notice on LVHVN's electronic bulletin board. CIS leases classroom and administrative space in the School of Nursing at 17<sup>th</sup> & Chew, where 50 Allen High School students

attended classes last school year. Starting in Fall 2002, CIS is expanding to 150 students and consolidating all operations in the lower level of the School of Nursing.

Since entering the CIS program a year ago, Joe's grades and attendance have improved. He likes math and is eager to try calculus. "I like the challenge," he says.

He also is grateful for the chance to experience positive influences, such as his friendship with Dave, who guides him in making choices that will help him "move on in life."

For his part, Snyder, an avid reader with an interest in photography, theater and art, thoroughly enjoys being a role model to a 14-year-old who dreams of playing professional basketball, loves pizza and adores his 7-month-old niece. Both are looking forward to a trip to the Jersey shore this summer.

"We have an understanding," Dave says. "Either his grades stay up and he goes to school, or we don't do fun things."

Dave has a lot of confidence in Joe and praises his strong sense of responsibility. "Joe's will and drive to make something of himself and not get trapped by destructive choices are strong," Dave says. "He has goals, he knows what he wants and he's working toward them."

Elizabeth McDonald



# MORE THAN SKIN DEEP



**IN THE WELLNESS ZONE**—Youthful You Institute esthetician Stacey Perriello (left) shows Laura Transue, cosmetologist, how a soothing facial melts stress away.

## THE NEW YOUTHFUL *you* INSTITUTE

at LVH–Muhlenberg teaches how  
looking good is all part  
of the wellness circle

*How about a stress-free facial? A hydrating paraffin wax hand treatment? Or a nice, soothing relaxation massage?*

It may not be the legendary Fountain of Youth, but the Youthful You Institute, slated to open at LVH–Muhlenberg on Aug. 8, is the next best thing.

Launched under the auspices of the Anti-Aging Medicine Program, the institute emphasizes a natural approach to hand, nail and skin care. Education is a key component of its mission to teach overall health and well-being.

Two of the institute's most enthusiastic champions are Laura Transue, a licensed cosmetologist, and Stacey Perriello, a licensed esthetician. Transue, who has been affiliated with the hospital as a Healthy You fitness programmer, teaches a four-step program of natural nail and hand care. Perriello promotes healthy skin care touting a line of natural products developed by a rocket-scientist-turned-skin care researcher from Pennsylvania.

"The Youthful You Institute fits in perfectly with LVHHN's mission as a teaching hospital because we see these services as a springboard for making other healthy lifestyle choices," Transue says.

For Perriello, who is studying for her bachelor's degree in nursing, working at Youthful You dovetails with her own goals. "I always wanted to care for people and educate them at the same time to take better care of themselves," she says. "Now I have that opportunity, and it's so satisfying."

Greg Salem, director of Healthy You programs at LVHHN, says the institute will provide a wide range of other services, linking clients to nutrition and exercise programs, dermatologists and plastic surgeons.

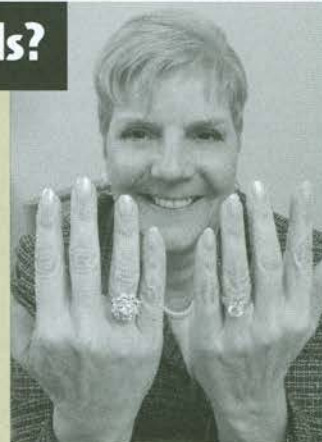
"The essence of this program is to help people look at all their options for wellness both inside and out," Salem says. While the majority of the clientele will be women, Salem expects one-third will be men. "This is a unique model because very few hospitals around the country offer services combining health, wellness and pampering."

**For a Youthful You Institute brochure, call 610-402-CARE.**

Elizabeth McDonald

## WHY Natural Nails?

When it comes to touting the benefits of natural nails, Paula Stillman, M.D., lets her hands do the talking. Once she hid them, now she proudly shows them. "I had the worst nails in the world," she says. "They were always splitting and peeling. But since I learned proper nail care and nourishment, they're strong and healthy."



Stillman, senior medical director, care and resource management at LVHHN, has been following a hand and nail care regimen taught to her by cosmetologist Laura Transue of the Youthful You Institute. The results, Stillman says, are nothing short of miraculous.

"I didn't want fake nails because you run a greater risk of getting a fungal infection," Stillman says. "Within two months of working with Laura, I had really lovely nails."

Artificial nails are part of a billion dollar beauty industry nationwide. But according to studies, they're also a potential health hazard because they can be harder to keep clean.

"The literature supports a link between artificial fingernails and bacterial infections," says Terry Burger, manager, infection control, "so we definitely are advocates for natural nail programs, like the one at the Youthful You Institute. What could be better than your natural nails?"



# “You Gotta See 1

Cindy Vega loves LVH–Muhlenberg so much, she recruited three friends

**I**t's lunchtime, and nursing students Renee Rusnock, Nicole Febbo and Laura Sacco are discussing their future. Rusnock says she wants to work in medical-surgical nursing. Febbo and Sacco say they're keeping their options open.

Then Cindy Vega arrives at the table with some friendly advice.

“Listen,” she excitedly tells her friends. “What you really want to do is check out where I work, 3 South at LVH–Muhlenberg. It's the best.”

It's hard to ignore someone as enthusiastic and bubbly as Vega, who currently works as a technical partner on the unit and was a recent Service Star recipient. So her three friends took the advice. In August, all four will graduate with diplomas from St. Luke's School of Nursing. Starting in September, they'll work side-by-side from 3–11 p.m. as graduate nurses on 3 South.

“We knew LVH–Muhlenberg offered tremendous opportunity,” Sacco says. “Then Cindy told us about how everyone on 3 South is so friendly and cooperative, how they work as a team and respect one another.”

When they interviewed one-on-one with 3 and 4 South director Deb Wilson, R.N., the students understood Vega's passion for her workplace. “Everyone we met was friendly, welcoming and helpful,” Febbo says. “Deb let us tour the unit and that let us see how the nurses are totally dedicated to their patients.”

The students also saw other LVHHN benefits firsthand, including:

- A tuition repayment program offering \$2,000 to graduate nurses agreeing to work at LVHHN
- A thorough orientation program that includes an NCLEX state board review (exams required to become an R.N.)

- The chance to further their careers and education (all four plan to pursue their bachelor's degree)

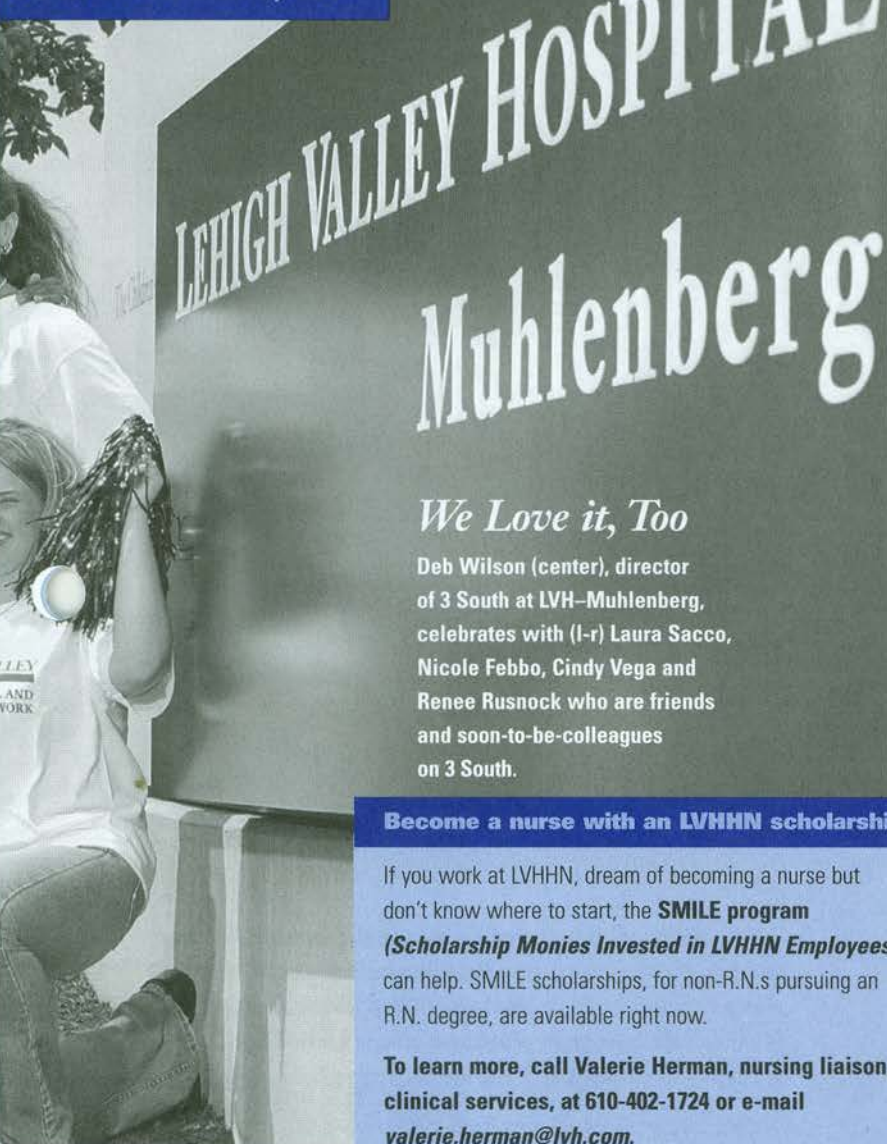
The influx of new students is a delight for Wilson, whose colleagues have put in extra effort toward recruitment. During eight-week clinical rotations on 3 and 4 South, all unit nurses get involved in mentoring students. At rotations' end, a special luncheon celebrates the student's accomplishments. There, human resources staff offers information on LVHHN jobs and hands the students a gift, an LVHHN zipper portfolio.





# This Place!

ends to work there, too.



## *We Love it, Too*

Deb Wilson (center), director of 3 South at LVH-Muhlenberg, celebrates with (l-r) Laura Sacco, Nicole Febbo, Cindy Vega and Renee Rusnock who are friends and soon-to-be-colleagues on 3 South.

### **Become a nurse with an LVHNN scholarship**

If you work at LVHNN, dream of becoming a nurse but don't know where to start, the **SMILE program (Scholarship Monies Invested in LVHNN Employees)** can help. SMILE scholarships, for non-R.N.s pursuing an R.N. degree, are available right now.

To learn more, call Valerie Herman, nursing liaison, clinical services, at 610-402-1724 or e-mail [valerie.herman@lvh.com](mailto:valerie.herman@lvh.com).

Their work has paid off: Ten nursing grads are starting on the units this year, including Melissa Haas, another St. Luke's student who will work on 4 South.

"I'm excited," Wilson says. "Not only am I getting new graduates, but I'm getting people who really want to be here. Some have a relationship already with staff on the unit, and that's even better. They're so young and eager to learn, and they'll do great."

Kyle Hardner

## *Those Magnet Moments*

Magnet site reviewers feel the pull of nursing excellence

Innovative staff research, visibility at national nursing conferences, support for continuing education and PRIDE were on parade during a recent visit by Magnet site reviewers in LVHNN's quest for Magnet hospital status.

Awarded by the American Nurses Credentialing Center (ANCC), Magnet designation is a hallmark of national nursing excellence and would be a powerful recruitment tool for attracting the best and the brightest nurses to LVHNN. There are only 50 Magnet hospitals nationwide and LVHNN could be the first full-service hospital in Pennsylvania to earn the award.

Site appraisers Karen Hildebrandt, R.N., and Alyce Schultz, R.N., Ph.D., spent a whirlwind three days on June 10, 11 and 12, touring units on each campus and interviewing nursing staff and administrators. Their review was a follow-up to a five-binder, 3,250 page application that LVHNN submitted in November.

Clearly energized and enthusiastic about what they saw, the reviewers lauded LVHNN'S support of continuing education through designated funding and scholarships, longevity of staff, a nursing staff that ranks in the 95<sup>th</sup> percentile in patient care surveys and the leadership of senior management. A report of their findings will be reviewed by the ANCC's board of directors, which is expected to make a decision by late summer.

"From our very first meeting, we got a sense of the role nursing plays here," Schultz said during a site-review wrap up at LVH-Cedar Crest and teleconferenced to LVH-Muhlenberg. "You are a very progressive, energetic, forward-looking institution. You know where you're headed."



Magnet reviewers commended LVHNN for its support of continuing education. Above, Grace Wahler, R.N., (left) helps Linda Workman, R.N., with her studies to receive her certification.



# SHE Has Heart Disease?

YES, SHE DOES AND THE RISK FOR WOMEN IS GREATER THAN YOU THINK.

**A**t age 38, Deb Harner joined an "exclusive" club. Many of her fellow members are men, 65 and older. Some are retired, play golf or travel in RV motor homes. But all have one thing in common: their "zipper," the scar down their chest from open heart surgery.

"I'm a young woman, so nobody believes I have heart disease," Harner says. "But this exclusive club isn't as exclusive as people think. The truth is, more women than men die of heart disease—and they don't have to."

That is Harner's message to women everywhere, whether they are colleagues, friends, neighbors or wives of men who have heart disease. Harner is the only active woman member of the Zipper Club, a group of past open-heart patients who comfort people going through the surgery, and is eager to tell her story.

"My scar doesn't stop me from wearing V-neck shirts," she says. "I want people to ask about my scar. It gives me an opportunity to chat about how they can take care of their heart health."

To women, her advice is simple: exercise regularly, eat a heart-healthy diet, avoid smoking, reduce stress and keep your weight, cholesterol and blood pressure under control. "Know your numbers, and ask your doctor about your risk for and signs of a heart attack," Harner says. "The only stupid question is the one you don't ask."

Harner began experiencing shortness of breath and a racing heart beat during a stressful divorce. Then, one day, her left arm and leg went numb. "I couldn't speak—I knew something was wrong," Harner says.

She arrived at LVHHN in time to receive treatment. The culprit was her mitral valve, and she soon had it surgically rebuilt. "The valve was working like a swinging door, pushing blood in the wrong direction," she says.

## The Heart of a Woman...What YOU Can Do

- Explore the emotional, spiritual and physical heart at Spirit of Women's Heart of a Woman Conference in October.
- Sign up for the Passport to Heart Health to track your heart health and win prizes.
- Nominate a health care provider with heart for the Spirit of Women awards.

Call 610-402-CARE and see "What's Happening" on foldout for more.



## NOT JUST A MAN'S DISEASE

Deb Harner (center) joins (l-r) Harry Rose, John Ettinger, Stephen Gaul and Leroy Hopper in LVHHN's Zipper Club, named after the scar on their chests from open heart surgery. Harner will tell her story at the Spirit of Women conference on Oct. 25.

The experience empowered Harner to prevent further heart trouble. "I asked my cardiologist Bruce Feldman, D.O., about my risk of artery blockage as I approach menopause (women lose estrogen's protective effects as they age), and we came up with a plan," she says.

Today, Harner eats fibrous foods to prevent the absorption of cholesterol, swims regularly and takes time for herself with hobbies such as scrapbooking. "Scrapbooking helps me de-stress and express my feelings," she says. "I even created an album of my open heart experience."

But the true reminder is in her mirror everyday. "My zipper never lets me forget what I went through," she says, "and that other women don't have to join the club."

Pamela Maurer



# The Heart of Research

**As a clinical  
research coordinator,  
Curt Trapp, R.N., keeps  
LVH–Cedar Crest’s  
cath lab on the  
leading edge**



## **Strong Heart, Strong Staff, Strong Recovery**

As he fastens steel to his 18-wheeler for delivery, Andy Seipel (below) feels strong. “I throw a lot of chains and binders,” says Seipel, 54, of Bethlehem Township. “It’s a good workout.”

At his strength was tested in May when he started having shortness of breath. A catheterization revealed two arteries blocked at 90 percent.

The next day, Seipel became LVH–Muhlenberg’s first open heart surgery patient. Fernando Garzia, M.D., performed a triple bypass procedure. The entire staff won a Golden Crayon Award from Senior Management Council for creating the “ideal patient experience.”

“From the people bringing me lunch to the technicians, nurses and Dr. Garzia, everyone was professional and thorough. I knew I was in strong hands,” Seipel says.



**For Curt Trapp, R.N., getting to the heart of research in the LVH–Cedar Crest cath lab begins with the knowledge gained from a dozen years of hands-on nursing care.**

“When patients see me wearing scrubs, it makes them more comfortable,” Trapp says. “It lets them know that I’m very familiar with the lab’s equipment and procedures.”

Trapp offers one part education, one part reassurance to each patient. He carefully explains each step involved and follows-up six months later. He reports what he learns to the sponsors running each study.

Two trials currently have Trapp’s rapt attention. TAXUS IV tracks the effectiveness of a stent (which looks like a miniature scaffold and holds open a previously closed artery) coated with the cancer-fighting drug paclitaxel.

Stents are very effective, but scar tissue can grow and cause another blockage in 15 to 20 percent of patients. The coated stent is expected to halt that growth and significantly reduce blockage.

The second trial uses gene therapy to reduce or eliminate angina, or chest pain. The gene (FGF-4) is injected into a patient’s coronary artery and is expected to instruct heart cells to make a protein that will stimulate the growth of new small blood vessels.

“These vessels are too small for a stent or for bypass surgery, and that’s why a blockage there causes pain,” Trapp says. “By creating new vessels, blood flow to the heart increases and pain decreases.”

LVHHN is one of 80 hospitals involved in TAXUS IV and the only hospital in the region involved in the gene therapy trial. “Our patients see these studies on the news, and they want the latest technologies,” Trapp says. “We’re committed to giving them the latest breakthroughs.”

### **MONITORING PROGRESS**

Curt Trapp uses cath lab technology to see a recently placed stent (on monitor) used to keep an artery open.

Kyle Hardner





WHEN

# ANGER

GETS the BEST of YOU

*Encountering difficult personalities and fast paces can build frustration.*

**What can you do?**

**FOR CONFIDENTIAL HELP**

- Preferred EAP can address workplace anger and help mediate conflicts.  
**Log onto [preferred.eap.org](http://preferred.eap.org) or call 610-433-8550.**
- Muhlenberg Behavioral Health hosts Thursday night mood management sessions. **Call 484-884-5783.**

**F**irst, the alarm clock didn't ring. Then a driver cuts you off on Rt. 22. So you're already stressed when you get to work—late, of course—and you find several tasks still undone. Three more “must-do” items cross your path. Your heart races.

Finally, a coworker tells you that a meeting—one that's crucial to the work at hand—is canceled. You can't help but take it personally. Your frustration turns to anger. You're ready to explode.

“Stop right there,” says Gerald Rodriguez, program director, Muhlenberg Behavioral Health. “We're often frustrated by events we can't control. The key is to express that anger constructively.”

The first step is realizing that your anger is building. “Often, you feel your blood pressure soar, or you talk louder,” says Laura White-Horton, Preferred Employee Assistance Program (EAP) counselor.

From there, try using the STOP and CALM technique, which will help you identify your own hot buttons, and help you deal with daily stresses in a more positive way,” White-Horton says.



- **Slow down.** Stop your automatic response by taking a few deep breaths, a “timeout,” or by thinking of a more pleasant situation. This will clear your mind so you can better process the frustration overload.
- **Think.** Examine why you're so angry. Determine if your anger might be from a miscommunication or negative feeling on your own part.
- **Options (consider them).** Acknowledge the other person's perspective (perhaps he had another meeting scheduled at the same time and is working on rescheduling) and weigh the consequences of your response.
- **Proceed calmly.** Approach the individual you're angry with and use the following techniques:



- **Communicate clearly.** Explain your concerns by using “I” statements. It's better to say, “I'm uncomfortable with this situation,” rather than “you're acting unfairly,” because “you” statements immediately put a person on the defensive.
- **Ask questions.** “If you don't communicate with your coworkers, you might assume things are bad,” says Rodriguez. So express your feelings by asking questions that openly and gently address the problem.
- **Listen.** Hear what the other person is thinking and feeling, and find the truth in what they are saying. For example, your supervisor might be giving you more work because he knows you're a great worker, not because he doesn't like you.
- **Monitor your response.** Choose your words carefully and stay positive.

Kyle Hardner



## HE CARES IN BIG WAYS FOR SMALL PATIENTS



Rob Miller, M.D.

Whether he buys a Playstation 2 for a 16-year-old with Cystic Fibrosis, or he takes extra time to cleanse the babies with diaper wipes, Robert Miller, M.D., has given new meaning to the phrase *patient care*.

"He cares greatly about his patients with compassion and empathy," says Valerie Fillman, R.N., at LVH-Muhlenberg. Fillman saw Miller's compassion first-hand through the caring of her son, Jacob, who was seriously ill with complications from Down syndrome. "My son was in and out of the hospital," Fillman says. "And Dr. Miller was always there for us, offering emotional support and offering therapies to help him improve."

And Miller was there for the family again when Jacob "needed to go into God's arms." Those were Miller's comforting words to the family when Jacob died. Miller cared for Jacob through the end of his life, staying with Fillman even after his shift was over. "He made sure that Jacob's last hours were comfortable and finally free of pain," Fillman says. "Dr. Miller answered all questions and explained all aspects of his care and allowed everyone to say good bye."

This type of extraordinary care is very common for Miller, says Letitia "Tish" McNulty, R.N., PICU, and a Service Star herself. "He is a hero everyday to his patients, their families, and to all the staff in the PICU."

Joe Candio

### **Congratulations to July's Service Star Award nominees:**

#### **Engineering Department Staff, LVH-Cedar Crest**

Nominated by Sue Newhard, R.N., director, acute coronary care unit/progressive coronary care unit, and Lee Phillips, R.N., director, invasive cardiology

#### **Beth Fogel, social worker, adolescent psychology, LVH-Muhlenberg**

Nominated by Sharon Reilly, R.N., behavioral health

#### **Denise Gibbs, nurse practitioner, behavioral health**

Nominated by Sharon Reilly, R.N., behavioral health

#### **Heidi Kistler, technical partner, ambulatory surgical unit**

Nominated by Rosemary Wimmer, R.N., patient care specialist, ambulatory surgical unit, LVH-17<sup>th</sup> & Chew

#### **Lori Kozak, technical partner, ambulatory surgical unit**

Nominated by Rosemary Wimmer, R.N.

## WORKING WONDERS

### Keeping Paste with Working Wonders

*It Saves Time and Money*

#### **Remember the good old days in Kindergarten?**

Learning the ABCs, playing games, taking naps and, uh, occasionally eating some paste. It seemed like working with glue and paste was always a given in Kindergarten and the early elementary grades. For Sleep Disorders Center technicians Tracey Reitz and Kenneth Sloyer, glue and paste take on a whole new meaning.

When patients come to the center for sleep studies, electrodes are placed on their heads to monitor how they sleep. The challenge is keeping the electrodes on their heads, and the technicians used collodian-based glue—until Sloyer decided to use the medical paste he uses for EEGs.

"With the glue, we had to apply it with an applicator and use an air pump to dry it," says Reitz, at 17<sup>th</sup> & Chew streets. "Now with the paste, we just apply it and the electrodes stay in place."

"I wasn't sure if the paste would work at first, but it lasted all night on the patient, and now I've used it on about every patient," says Sloyer.

Reitz and Sloyer have scored in many ways by using the paste. Besides saving on the cost, they were also able to cut down on purchasing the acetone that is used to remove the collodian-based glue, the electrode gel and the applicators, and the time that it took to air pump the glue.



Joe Candio

#### **It Sticks!**

Ken Sloyer, Sleep Disorders Center technician, now uses paste instead of glue to apply electrodes to patients' heads.

#### **HOW WORKING WONDERS ADDS UP**

**IDEA** Using paste for the electrodes instead of collodian-based glue

**BY** Tracey Reitz, sleep disorders technician  
Kenneth Sloyer, polysomnographic technician

**ESTIMATED ANNUAL SAVINGS** \$4,622

**AWARD AMOUNT** \$693



# HATS OFF



## U.S. NEWS RANKS LVH TOPS IN HEART CARE

Lehigh Valley Hospital ranks as one of the nation's top hospitals for cardiology care and cardiac surgery in the 2002 *U.S. News & World Report* guide to "America's Best Hospitals." This is the seventh consecutive year that LVH has made the U.S. News ranking. In past years, the hospital earned distinction for cardiology/cardiac surgery, urology, hormonal disorders, geriatrics and respiratory disorders.

LVH ranked 32<sup>nd</sup> out of 50 hospitals on the Heart & Heart Surgery list, joining just four other hospitals in Pennsylvania on the list.

"We are gratified that our teams of cardiac health care professionals have received this national recognition," says Elliot J. Sussman, M.D., LVH president and CEO. "While honored by this distinction, even more important to us is that our community continues to rely on our physicians, our nurses and our hospital for the care they need when it matters most."

## PEDALING WITH SPIRIT

Good weather and a good cause came together last month in the **2nd annual Spirit of Women Ride for Cancer at the Lehigh Valley Velodrome**. LVH employees, cancer survivors and community members put their mettle to the pedal on 10-, 20- and 30-mile road courses, raising more than \$3,000 to benefit women's cancer programs at LVH. The network also participated in a health fair with clinics on fitness and bicycling safety.



## SHE'S PART OF THE "VOLUNTEER"

**Alicia Alcamo (left)**, a 17-year-old graduate from Bethlehem's Freedom High School, is the winner of this year's student volunteer scholarship. Awarded annually to an outstanding teenage volunteer by the Auxiliary of LVH-Muhlenberg, the \$1,000 grant will help the honor student pursue a pre-med degree at Elizabethtown College. Alcamo, a volunteer with various organizations, hopes to heal sick children.

## MEET LEHIGH VALLEY HOSPITAL AND HEALTH NETWORK'S NEW PHYSICIANS

### Emergency Medicine



**Colleen Wladyslawski, M.D.**, *Emergency Medicine*  
**Practice:** LVPG-Emergency Medicine  
**Education:** LaSalle University; MCP Hahnemann School of Medicine

**Residency:** MCP Hahnemann School of Medicine

### Family Practice



**Sean Heffelfinger, M.D.**  
**Practice:** North Catasauqua Medical Center  
**Education:** University of Notre Dame; Temple University School of Medicine  
**Residency:** Sacred Heart Hospital

### Medicine



**Clinton Holmzer, M.D.**, *General Internal Medicine*  
**Practice:** Muhlenberg Primary Care, PC  
**Education:** State University of New York at Binghamton; Temple University School of Medicine

**Residency:** Thomas Jefferson University Hospital



**Eric Young, M.D.**, *Infectious Diseases*  
**Practice:** Allentown Infectious Diseases Service  
**Education:** Boston University College of Liberal Arts/School of Medicine; Wright State University

**Residency:** Boston University School of Medicine  
**Fellowship:** Medical College of Virginia

### Radiology-Diagnostic Imaging



**James McGuckin Jr., M.D.**, *Diagnostic Radiology*  
**Practice:** Medical Imaging of Lehigh Valley, PC  
**Education:** University of Notre Dame; Hahnemann University School of Medicine

**Residency:** Temple University Hospital  
**Fellowship:** Hospital of the University of Pennsylvania

### Surgery



**Michael Chung, D.P.M.**, *Podiatry*  
**Practice:** Orthopaedic Associates of Bethlehem  
**Education:** Cornell University; Temple University School of Podiatric Medicine

**Residency:** Graduate Hospital



**Robert Palumbo, M.D.**, *Orthopedic Surgery—Ortho Trauma*  
**Practice:** Orthopaedic Associates of Allentown  
**Education:** Cornell University; Rutgers Medical School

**Residency:** Robert Wood Johnson Medical School  
**Fellowship:** Baylor College of Medicine



**Rovinder Sandhu, M.D.**, *Trauma-Surgical Critical Care*  
**Practice:** Surgical Specialists of the Lehigh Valley  
**Education:** Pennsylvania State University; Jefferson Medical College

**Residency:** Lehigh Valley Hospital  
**Fellowship:** University of Maryland; R.A. Cowley Shock Trauma Center

If you have news or a story idea for **CheckUp**, submit your suggestion by the 20<sup>th</sup> of the month for publication in the following month to Donna Karen Bobo, public affairs, 1770 Bathgate, using interoffice mail or e-mail, or by calling 484-884-4819. LVH is an equal opportunity employer. M/F/D/V

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## JULY 2002 SERVICE ANNIVERSARIES

Congratulations to the following employees on their July 2002 service anniversaries!  
Thank you for your continuing service to Lehigh Valley Hospital and Health Network.

### 30 YEARS OF SERVICE

**Joseph Gnall**  
*Vascular/Interventional  
Radiology*

### 25 YEARS OF SERVICE

**Denice Engle**  
*Department of OB/GYN*  
**Elizabeth Kerin**  
*7B Medical/Surgical Unit*  
**Marlene Machusak**  
*Department of Psychiatry*  
**Suzanne Rice**  
*Medical Library*

### 20 YEARS OF SERVICE

**Maria Beckley, R.N.**  
*GICU*  
**Christine Carolan, R.N.**  
*4C Medical/Surgical Unit*  
**Jeanine DeLucca**  
*Nursing Education*  
**Arlene Gerchufsky, R.N.**  
*Special Care Unit*  
**Maureen Herritt**  
*ED Registration*  
**Cindy Hoferica**  
*Case Management*  
**Justine Klock**  
*Operating Room*  
**Deborah Markulics**  
*Emergency Service—CC*  
**Cristine Maurer**  
*Ambulatory Surgical*  
**Elaine Miller, R.N.**  
*Emergency Service—CC*  
**R. Paul, R.N.**  
*Pediatric Intensive Care Unit*  
**Joanne Rodgers**  
*Neuroscience Research*  
**Leonora Slabikosky**  
*Pharmacy*  
**Gail Wells**  
*Nurse Staffing Office*  
**Willie Williams**  
*Respiratory Therapy*

### 15 YEARS OF SERVICE

**Jeffrey Beisel**  
*Supply Distribution Services*  
**Maryellen Cooper**  
*Helwig Diabetes*  
**Arthur Frable**  
*Security*  
**Jacqueline Hardner**  
*Physical Medicine*  
**Shirley Herb**  
*Emergency Department  
Registration*  
**Sharon Hess, R.N.**  
*Transitional Open  
Heart Unit*  
**Staci Kaczmarczyk**  
*I/S Financial & Admin.*  
**Barbara Kohler**  
*Home Care—Home  
Health Aide*

**Andrea Long**  
*5B Medical/Surgical Unit*

**Gloria Miller, R.N.**  
*7B Medical/Surgical Unit*

**Lynn Nagel**  
*AIDS Activity Office*

**Jane Nester**  
*Lovar*

**Richard Phillips**  
*Financial Services*

**Kimberly Reith, R.N.**  
*Float Pool*

**Elaine Richmond**  
*Pharmacy*

**Jodie Strohl**  
*Pharmacy*

**Theresa Tindula**  
*Progressive Coronary  
Care Unit*

**Susan Toomey**  
*Contracts/Products/  
Supplier Services*

**Curtis Trapp**  
*Cardiac Cath Lab*

**Brian Wilson, M.D.**  
*Trexlerstown Medical Center*

**Dorothy Wojciechowski**  
*Alert Partnership*

**Gregg Zahour**  
*I/S Tech Support*

### 10 YEARS OF SERVICE

**Diane Briner**  
*ASU-PACU/OR*

**Jon Brndjar, D.O.**  
*Brndjar & Freeman*

**Susan Daugherty**  
*Cardiac Rehabilitation*

**Kim Goff**  
*Ultrasound*

**Gary Lagler**  
*Operating Room*

**Donna Mellinger**  
*Case Management*

**Marie Olivero**  
*Labor & Delivery*

**Evan Reese, R.N.**  
*Emergency Department*

**Christine Schmick**  
*6N Adult Psychiatry Unit*

**Craig Sobolewski, M.D.**  
*OB/GYN*

**Denise Wolf, L.P.N.**  
*Family Health Center*

**Marijo Zelinka, M.D.**  
*Neonatology*

### 5 YEARS OF SERVICE

**Teresa Bangham, R.N.**  
*Emergency Department*

**Gavin Barr Jr., M.D.**  
*Emergency Room—CC*

**Jennifer Batdorf**  
*Home Care—Physical Therapy*

**Gary Bonfante, D.O.**  
*Emergency Room—CC*

**Monika Bruns**  
*Occupational Health*

**Eric Bubbenmoyer, R.N.**  
*Emergency Service—CC*

**Anthony Hancock, R.N.**  
*Nursing Float Pool Cluster F*

**Christine Hartner, R.N.**  
*Cardio Vascular Unit—2S*

**Miriam Howard**  
*Center City OB/GYN*

**Donna Jesse**  
*LVPBS—Fogelsville Family  
Med? (Medical/Medicine?)*

**Deborah Klausfelder**  
*Home Care—Occupational  
Therapy*

**Theresa Kondziola**  
*Emergency Department*

**Debra Kruse, M.D.**  
*ABC Family Peds—  
Allentown*

**Tony Langston**  
*Marketing/Public Affairs*

**Keith Lentz**  
*Employee Assistance Program*

**Brenda Mace**  
*Diagnostic Care Center*

**Annette Marks**  
*LVPB Billing*

**Vicki McCormick**  
*HSMP—Harrisburg  
Patient Services*

**Colleen McGinley**  
*Emergency Service—17<sup>th</sup>*

**Melissa McKeever**  
*7B Medical/Surgical Unit*

**James McMullen**  
*Supply Distribution Services*

**Linda Neri**  
*Physical Medicine*

**Stacey Page, R.N.**  
*TNICU*

**Alicia Pratt, R.N.**  
*4C Medical/Surgical Unit*

**Amy Reinhart, R.N.**  
*Nursing Float Pool*

**Arminda Rodriguez**  
*Housekeeping*

**Barbara Rutt**  
*Pastoral Care*

**Judy Sipics**  
*Lehigh Valley OB/GYN*

**Barbara Slonaker**  
*Neurodiagnostics*

**Carin Sollman, R.N.**  
*GICU*

**Anthony Strobel**  
*Aids Activity Office*

**Barbara Sutliff, R.N.**  
*Obstetrics*

**William Swedar**  
*LVHS—I/S*

**Jeffrey Van Horn**  
*Emergency Department*

**Kathleen Vitale**  
*Central Scheduling*

**Mark Wendling, M.D.**  
*Southside Family Medicine*

**Roxanne Werley**  
*Physical Medicine*



**Linen Awareness Days**

**Friday, July 26 & Aug. 2**

Learn about proper linen usage and disposal. LVH-Cedar Crest classroom  
Sessions held every 35 minutes between 8 a.m. - 4 p.m. both days.

**LVH-Muhlenberg Summer Festival**

**Aug. 14 - 17**

Enjoy great music, crafts, a book club sale, baked goods and bingo, and engage in screenings for heart disease, muscle strength, osteoporosis and more!

**Call 610-402-CARE for a schedule.**

**RECOGNIZE YOUR COLLEAGUES**

**Star Celebration Awards**

**Nomination Deadline:  
Friday, Aug. 2**

For colleagues who always demonstrate PRIDE. Winners will be honored at the Star Celebration on Friday, Sept. 13.

Forms are available at various hospital locations, or **call human resources at 484-884-4700.**

**Quality Quest Awards**

**Nomination Deadline:  
Friday, Aug. 2**

For teams that put patient satisfaction first and create significant process improvement. Winners will be honored at the Star Celebration on Friday, Sept. 13.

**Call Susan Lawrence at 610-402-1765 or e-mail [susan.lawrence@lvh.com](mailto:susan.lawrence@lvh.com).**

*Spirit of*  
**Women AWARDS**

**Nomination Deadline:  
Thursday, Aug. 15**

For an inspiring health care provider who puts her heart into work, family and health. The winner will be honored locally at The Heart of a Woman Conference on Oct. 25 and nationally in Baltimore, Md., next spring.

**Call 610-402-CARE for a nomination form.**

*Spirit of*  
**Women The Heart of a  
Woman Conference**

**Friday, Oct. 25  
Holiday Inn, Bethlehem**

Journey into all dimensions of a woman's heart and engage in interactive workshops and connect with inspiring speakers.

**Call 610-402-CARE for a Spirit of Women fact sheet.**

**Good News About Your Paycheck!**

**For the third time in four years, LVHNN will implement an increase in salary ranges.** The amount of increase is based upon market conditions and LVHNN's financial performance. The new ranges went into effect on **July 1**. If your current hourly rate falls below the new range minimum, you will receive an increase to the new range minimum rate starting with your **July 26** paycheck. If you're a high-performing employee who exemplifies PRIDE, you'll again be eligible for a salary increase this year. Starting this month, your supervisor will be arranging individual performance evaluations. The results will determine your pay increase. Performance reviews conclude in September and merit-based increases will be effective starting **Sept. 29**.

**Learn more about LVHNN's merit pay system in the August CheckUp.**

**DATES YOU SHOULD KNOW:**

July 1-Sept. 13	Performance evaluations conducted
July 1	New ranges effective (LVH, LVH-M)
July 26	New range minimum in paycheck
Sept. 29	Increase effective
By Oct. 18	Letters to staff on individual increase
Oct. 18	Compensation changes appear in paycheck
Oct. 25	Shared Success Plan goal achievement reviewed