

# CheckUp

DECEMBER  
2014



## Goodbye CheckUp

Learn what's next, page 2

A PASSION FOR BETTER MEDICINE





**Terry Capuano, RN**  
Chief operating officer

## News You Can Use

This final issue of CheckUp continues our communication transformation

**I arrived at Lehigh Valley Health Network (LVHN) more than 30 years ago.** Much has changed since then. One constant has been this magazine, CheckUp. Whether you read it at home or over lunch, it's always been an important source of health network news and a great way to learn about colleagues. As you may have guessed after seeing this issue's cover, this is the final CheckUp.

While learning about each other and our health network remains essential, how we accomplish that continues to evolve. For example, digital signs display information across LVHN, and [Mission Central](#) allows us to quickly share news, photos and videos. Just as important, it allows you to join the conversation by posting your questions, comments and ideas.

With these electronic tools in place, we transitioned CheckUp from print to a digital format last year at a significant savings (more than \$100,000 annually in print and mailing costs). While many of you enjoy the new format, a majority of colleagues indicated on a recent survey that you miss the printed publication. We listened, and thanks to your feedback are enhancing internal communication to better meet your needs.

*Our new, fully integrated system will deliver information three ways:*

- ▶ **LVHN Today** – This will be Mission Central's new name. It will continue to be your source for daily news, announcements, real-time updates on events, goals, finances and colleague achievements.
- ▶ **LVHN Weekly** – This will be the new name for the email currently called "This Week at LVHN." The Friday email will provide links to the week's LVHN Today posts, health network publications, Lehigh Valley Health News (our community blog) and other important communications.
- ▶ **LVHN Quarterly** – This will be the name of an eight-page print magazine that will be mailed to colleagues' homes four times a year. (A shorter magazine published less frequently enables us to continue saving on print and mailing costs.) Content will focus on "news you can use," including finances, goal updates, and wellness and benefit information. This approach will allow colleagues who only read print to stay informed at a glance.

Expect to see these tools early in 2015. They continue an internal communication transformation focused on colleague engagement. [Casual Conversations](#) with president and chief executive officer Brian Nester, DO, MBA, FACOEP, is another example. So is my new blog, [Terry's Take](#). It's a place to share stories, stay connected and enhance our relationship. Please visit and continue our conversation.

*We're enhancing internal communication to better meet your needs.*

# 5 Reasons to **KNOW YOUR NUMBERS**

Why you need to know your blood pressure and body mass index

**Understanding your health status is so important we've made it part of our better health goal this year.** In

fact, we need 70 percent of colleagues to participate in blood pressure (BP) and body mass index (BMI) screenings to be eligible for a Shared Success Plan (SSP) bonus. But do you know why we want you to know your numbers?

First and foremost, we want you to be healthy and at your best. When your BP and BMI are out of safe range, you're at greater risk for certain diseases like diabetes, heart disease, stroke, sleep apnea, certain cancers and other health risks.

Our "Know Your Numbers" campaign also is driven by the Affordable Care Act, which focuses on disease prevention. Identifying health risks and taking early action can stop problems before they become chronic. This can positively impact our nation's health and help control health care costs.

"As a nation, we're spending about 19 cents of every dollar on health care," says Lehigh Valley Health Network (LVHN) family medicine physician Mark Wendling, MD, with Valley Family Medical Center. "That can be lightened through better self-management."

*Here are five reasons to get screened and know your numbers:*

- 1 You'll gain knowledge about your health.** Getting screened can help identify your personal risk factors for disease. Plus, you may have high blood pressure and not even know it because there often are no symptoms.
- 2 You'll get the care you need.** If your numbers aren't in a safe range, you'll be referred to your primary care physician for care. Your doctor can suggest lifestyle modifications or medication to manage your conditions.
- 3 Our wellness programs will be improved.** Screening data will be pooled to develop a collective view of the health of all colleagues. (Your personal information will always remain confidential.) The data will help us develop wellness programs to meet colleagues' specific health needs.

**4 We'll reduce Choice Plus costs.** Our health network funds our health plan, Choice Plus. When you know your numbers and manage your health risks, we can limit plan expenses for everyone.

**5 You'll be a good role model.** As health care professionals, we have a unique opportunity to lead by example. By embracing preventive care, adopting healthy behaviors and managing health conditions, we can begin to transform our entire community.

*— Sheila Caballero*

## Next Steps

- ▶ Get screened if you haven't. Visit employee health during walk-in hours or bring a Health Care Provider Biometric Screening form to your next doctor's visit.
- ▶ Learn more by reading our FAQs.



Meet our exercise physiologists: (front row l-r) Kelsey Coates, Katie Gillespie, Caitlin Blaha, Sara Stofanak; (back row l-r) Eric Witzel, Kevin Hollshwandner, Rob Fatz and Keyvan Mesabhi.

# 7 Things You Should Know About Exercise Physiologists

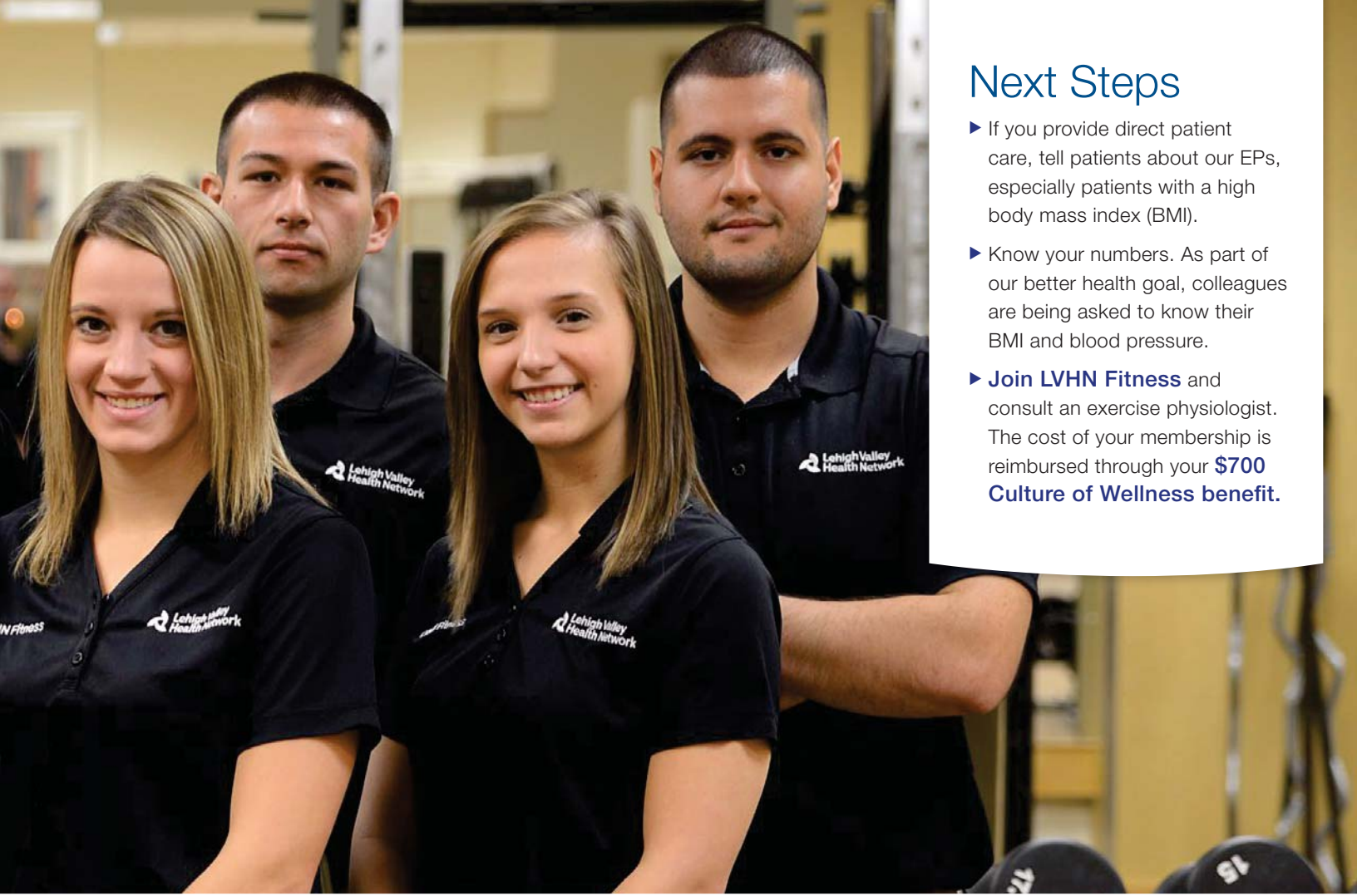
Learn how they can help you achieve better health

**You're busy.** So when you exercise, you want to get the most out of every minute of your workout. How can you ensure your exercise routine is right for you? Work with an exercise physiologist (EP) at [LVHN Fitness](#).

An EP is a health care professional who specializes in managing your health and fitness, no matter your condition. “We do a fitness assessment to determine your physical condition and limitations, and then design a program specifically for you,” says EP Kelsey Coates.

Whether you're a seasoned athlete, have a chronic health condition or want to maximize your workout, you'll benefit from working with an EP. One of the most significant benefits is to your safety. “We ask questions to learn about the issues you're facing, so we know how hard to push you,” says EP Caitlin Blaha.

EPs are available by appointment at all LVHN Fitness locations, including [LVHN Fitness-Mack Boulevard](#). Here are things you didn't know about EPs and reasons why you should consider consulting these colleagues.



## Next Steps

- ▶ If you provide direct patient care, tell patients about our EPs, especially patients with a high body mass index (BMI).
- ▶ Know your numbers. As part of our better health goal, colleagues are being asked to know their BMI and blood pressure.
- ▶ **Join LVHN Fitness** and consult an exercise physiologist. The cost of your membership is reimbursed through your **\$700 Culture of Wellness benefit**.

**1 THEY HAVE SMARTS.** Exercise physiologists are more than personal trainers. They're health and fitness specialists. EPs completed at least four years of education to earn a degree in exercise physiology. Many EPs receive additional education to become a certified clinical exercise specialist, health fitness specialist, personal trainer, group exercise instructor or other certification. You won't find an EP in most of the national gym chains.

**2 THEY WANT TO KNOW YOU.** During a 30-minute fitness assessment, your EP will ask about your medical and exercise history, physical limitations and fitness goals. Based on this information, a customized exercise program will be designed to increase your physical fitness, strength, endurance and flexibility, or your athletic performance goals.

**3 THEY'RE TEACHERS.** Never been to a gym? Don't worry. Your EP will help put your plan into action. You'll learn how to use gym equipment, do exercises effectively and safely, and track your progress. You also can receive a report about your results to share with your primary care provider.

**4 THEY KNOW HEALTH CARE.** If you have heart disease, diabetes, osteoporosis, Parkinson's disease or other chronic conditions, exercise is an important way to manage your health. EPs are specially educated to work with you. Patients who completed cardiac rehabilitation and are nervous about exercising independently gain peace of mind by working with an EP. While you're exercising, your EP can monitor your blood pressure and heart rate, and is certified to administer CPR if necessary.

**5 THEY'LL UP YOUR GAME.** Through LVHN's sports performance program, an EP can analyze the way you run, throw, jump and play your sport. Then your EP will recommend exercises to improve your agility and strength. You'll become a better athlete and be less likely to suffer a sports-related injury.

**6 THEY HAVE AN EYE ON YOU.** If you're already an LVHN Fitness member, don't be surprised if an EP offers advice. EPs are always scanning the gym to find people using the wrong form or doing something that might cause injury. EPs who instruct group classes do the same.

**7 YOU DON'T NEED A REFERRAL.** If you want to work with an EP, simply make the request at any LVHN Fitness location. Although you don't need the OK from your doctor, LVHN physicians do refer patients to our EPs, especially patients receiving care in our [Weight Management Center](#).

– Rick Martuscelli



(L-r) Medical assistant Hollie Keiter, office coordinator Jackie Silverman, Caitlin Herman, RN, medical assistant Lori Hicks and their fellow Elite Fleet colleagues are invaluable to the eight Lehigh Valley Physician Group pediatric practices.



# The Elite Fleet

LVPG pediatrics has an efficient solution to meeting staffing needs

**The idea came to Greg Floyd, division administrator for pediatrics and pediatric specialties, after years of frustration.**

If one of the eight Lehigh Valley Physician Group (LVPG) pediatric practices was shorthanded or had unusually high patient volumes, help might be on the way via the LVPG pediatric float pool. Or it might not be on the way.

“Our float pool consisted of excellent nurses,” Floyd says. “The problem was the float nurses wouldn’t be familiar with the different pediatric roles within the various practices. In their short time within a given busy practice, it wasn’t likely they’d be able to learn those roles effectively enough to be of much help.”

So Floyd devised a plan with his management team to recruit the best available experienced office staff within general pediatrics and pediatric specialties, and create what is known as the Elite Fleet. He approached Lindsay Hoffman of [ABC Family Pediatricians-Center Valley](#) with the thought of her managing the team. Jackie Silverman, then a medical assistant at in Center Valley, soon applied and won a lead position on the Elite Fleet team. “We were very excited about the idea,” Hoffman says.

Hoffman realized the Elite Fleet could help our pediatric practices overcome challenges they were experiencing. When staff members left or were scheduled off, things

slowed down. “We knew Elite Fleet members would be experienced as far as our needs,” Hoffman says. “They would be colleagues who could go into other practices and pick things up quickly and efficiently.”

The Elite Fleet model went into effect just after the LVPG float pool disbanded in July 2013. Caitlin Herman, RN, and medical assistants Hollie Keiter and Lori Hicks joined the Elite Fleet shortly after. Hoffman remains a practice manager in Center Valley but doubles as senior practice manager for general pediatrics, where she also manages the Elite Fleet. The remaining fleet members don’t have a home base and move from practice to practice as needed. Silverman is the Elite Fleet office coordinator, tracking where Elite Fleet members go and where staffing needs will occur.

“We also have a subset of Elite Fleet members who remain based in our practices,” Silverman says. “They assist when the need arises and when their own practices can spare them.”

Silverman coordinates all this movement among practices by following the numbers from what is called the Elite Fleet System. It includes a dashboard that numerically tracks:

- ▶ The number of patients scheduled at a practice
- ▶ How the graded skill levels of the staff on hand is equipped to accommodate patients
- ▶ The number of colleagues on paid time off (PTO)

- ▶ Staff openings
- ▶ Other reasons causing colleagues to miss work

The system helps determine how to disperse Elite Fleet members across all eight practices to get through a given day smoothly. They also use a huddle board to alert managers and key staff members about any additional concerns.

“The system puts everyone on a level playing field,” says Floyd, who created the system. “To make the most efficient decisions possible, we’re essentially utilizing math to describe the work and the available staff.” And when an opening arises, there’s no rush in the hiring process because the void is being filled more effectively.

Prior to Elite Fleet, staff turnover averaged a little more than 5 percent. The consensus reasoning pointed to the stressful atmosphere of a busy practice with not enough qualified colleagues on hand. In the 15 months since Elite Fleet was implemented, turnover is down to 2.2 percent.

“We’re just scratching the surface with Elite Fleet,” Floyd says. “In the meantime, colleagues are gaining practical experience that will benefit them going forward in their careers. It’s a win-win all around.”

– Ted Williams

## Next Step

Volunteer opportunities are everywhere. Even if you only have a few hours to spare, consider donating your time to support a worthwhile cause. You'll be glad you did.

# Reaching Out

Colleagues extend our mission through volunteering

**The holiday season may be the time for giving, but for some colleagues it's a year-round passion.** When their shift ends, they volunteer their time to heal, comfort and care. Whether it's here at Lehigh Valley Health Network (LVHN) or out in the community, these colleagues help make the Lehigh Valley a better place to live.

Meet three of them:



### MARIE BARTOS

Patient education resource coordinator

For Bartos, volunteering is a form of therapy. Her husband, Stephen, died by suicide in 2003. Four years later, Bartos began volunteering with the American Foundation for Suicide Prevention. She also donated her time to [Big Brothers Big Sisters](#), [Turning Point](#) and the Cedarbrook Nursing Home's Dream Catcher program. "I had to start healing inside before I could reach out," she says. "Helping others gave me another way to heal."

When the foundation formed a [Greater Lehigh Valley chapter](#) in 2010, Bartos joined its board. She's raising awareness by sharing her story with first responders receiving crisis intervention training. For the past three years she's traveled to Washington, D.C., to educate lawmakers on suicide prevention and mental health. "We have to erase the stigma so people will speak up and get help," she says.



**JENNIFER FISHER**  
Editorial coordinator

When Fisher's daughter Megan needed a confirmation service project nine years ago, she chose the [Ecumenical Soup Kitchen](#) in center city Allentown. That started a family volunteering tradition that continues to this day. Every other month, Fisher and her husband, parents and youngest daughter, Rachel, help prepare and serve 150-250 meals to homeless community members and others struggling to make ends meet. A recent college graduate, Megan joins them when she's home. "It's heartbreaking to see some of the same people still coming after nine years," Fisher says. "It really makes you appreciate what you have."

The family also volunteers at local special events and community programs, such as [Judith's Reading Room](#). "Volunteering is a great way for us to spend time together and help others," Fisher says. "It's fun too."



**MONÉT THORNE**  
Clinical affiliation specialist

How does Thorne find time for all her volunteering responsibilities? "I don't get much sleep," she says with a laugh. A frequent volunteer at health network events like wellness expos and our community flu shot clinic, she also volunteers with [No One Dies Alone](#), our end-of-life patient visitation program. Several times a year Thorne also helps out with Safety Town, an LVHN safety education program held at area elementary schools.

As a Market on Wheels volunteer, Thorne shops for groceries, prescriptions and other daily necessities and delivers them to homebound community members. She also volunteers for the [Lehigh County CASA program](#), serving as a court system advocate for abused and neglected children. Her reward? "A simple thank you from an older adult or a big smile from a child tells me I've made a difference in someone's life," she says.

– Gerard Migliore

# Balancing the **Work/Life** Equation

How to reduce stress, practice mindfulness and live happier



Since Pam Prisaznik, CRNP (center), learned to achieve work/life balance, time spent with daughters Hannah (left) and Emily feels even more special.

## Next Step

Attend a free Mindfulness-Based Stress Reduction information session Jan. 6, 13 or 20. Classes begin Jan. 27. For more information or to register call 610-402-CARE.

### **Pam Prisaznik, CRNP, is the self-proclaimed poster child for the sandwich generation.**

“My daughters span the teen to early-adult years; my husband and I have parents who are growing older; plus I work full time,” says the nurse practitioner with [Pediatric Specialists of the Lehigh Valley–Pulmonology](#). “I feel like I’m juggling eight balls. It’s hard to make everyone happy, including myself.”

Prisaznik’s life experience is familiar territory for psychiatrist [Susan Wiley, MD](#), and psychologist [Joanne Cohen-Katz, PhD](#), co-founders of the [Center for Mindfulness at Lehigh Valley Health Network](#) and providers with [LVPG–The Guidance Program](#). “We must be in balance to do our best work and live our life without feeling depleted, spent or over-exhausted,” Wiley says. Attaining balance requires the acceptance of some truths and setting priorities.

### **TRUTH #1 – MULTITASKING DOESN’T WORK**

Most of us feel pressured to do multiple things at once, but that harried feeling isn’t always productive. “There’s good research that this idea of multitasking is fiction,” Cohen-Katz says. “We are not efficient when we do multiple things at once, and we don’t do them well either.” Instead she recommends focusing on one thing at a time, giving the task the attention it needs through completion.

### **TRUTH #2 – YOUR BODY HAS THE ANSWER**

Not sure if stress affects you? If you listen, your body will tell you. “When your work and life are out of balance, symptoms of stress appear,”

Wiley says. “One expert describes them as ‘stress signatures.’” Examples of stress signatures include:

- ▶ Tightness in the neck
- ▶ Headaches
- ▶ Irritable bowel
- ▶ Skin problems
- ▶ Frequent urination
- ▶ Psychiatric symptoms
- ▶ Generalized pain
- ▶ Illness

Without relief, constant stress can develop into chronic conditions like hypertension, heart disease, asthma or diabetes.

### **TRUTH #3 – BOUNDARIES MATTER**

Technology is a blessing and curse. If you need to work from home, it’s great having technology that allows it. But if you feel tethered to your email, phone or pager, there’s no boundary between work and home. “When you are at work, be at work. When you are at home, be there,” Cohen-Katz says. “When you go home, drive around the block an extra time and tell yourself, ‘This is home time.’”

### **PAM’S LIFE PRIORITIES**

About one year ago, Prisaznik knew something had to change. “I was living in crisis management mode and just getting through every day,” she says.

Prisaznik enrolled in our Mindfulness-Based Stress Reduction course, which is [eligible for reimbursement through LVHN’s Culture of Wellness benefit](#). She took the course 15 years ago and loved it. “The second time around, I saw an alternative way of living,” she says.

Among Prisaznik’s insights: Mindfulness and awareness help her manage stress and

appreciate the small joys in life. “Take a moment to notice how you are feeling,” she says.

#### **▶ Shoulders tight? Jaw clenched?**

Take a breath and let it out.

#### **▶ Slow down when you eat.**

What does it taste like?

#### **▶ Notice the small things and appreciate them.** Gratitude helps you feel happier.

### **PAM’S STRESS-RELIEVING STRATEGIES**

▶ **Take care of yourself.** “It helps me be a better wife, mom and colleague.”

▶ **Set a sleep goal.** “I try to get at least eight hours a night.”

▶ **Relax.** “I practice yoga, go to [LVHN Fitness](#), do Pilates and enjoy cooking.”

Prisaznik also meditates regularly and attends “graduate” classes with other course alumni. “Although I initially felt guilty about taking more time for myself, I feel better, more productive and happier with the balance I now have between my home and work lives,” she says.

– Jenn Fisher

## A Drain Solution



**As a physical therapy assistant on Lehigh Valley Hospital–Muhlenberg’s 5T, Sandra Casella encourages patients to move – but many are tethered by drain tubes.** “Tubes can get pulled out by accident or get stuck under the patient,” she says. “Even using a safety pin isn’t without risk.” Casella invented a solution: a soft fabric bag, worn like a cross-body purse. After getting the OK from nursing administration, she worked with Grace Ritter, a volunteer who sews the drain bags using fabric provided by the Auxiliary. The bag helps keep the drain to the patients’ sides so tubing isn’t under them and there’s no pin that could potentially poke them. Patients and nurses seem happy with the drain bags. “I’m happy the bags help patient mobility and safety,” Casella says.

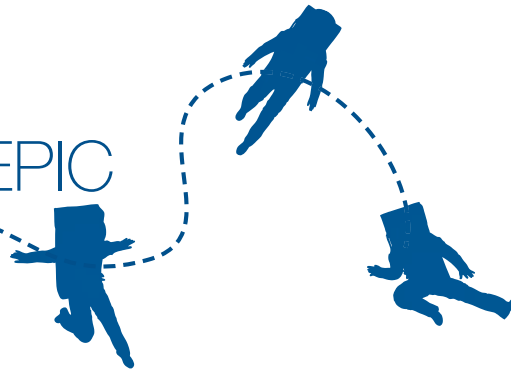
## LIFETIME ACHIEVEMENT AWARD

**A 30-year research partnership that began at University of Connecticut’s department of family medicine has led to William Miller, MD, and collaborator Benjamin Crabtree, PhD, attaining The Society of Teachers of Family Medicine’s Curtis G. Hames Research Award.**

The award recognizes their lifetime contributions to research and scholarly activity in family medicine. The efforts of Miller, our Leonard Parker Pool chair of family medicine, and Crabtree, of Robert Wood Johnson Medical School, centered on transforming primary care by understanding how health and illness are “whole person” events and how practices change and improve accordingly. Over 30 years, they’ve refined approaches to research with the goal of improving primary care clinical encounters and practice performance. Miller and Crabtree were leaders in the first wide-reaching national demonstration of the patient-centered medical home concept.



# LAUNCHING EPIC TRAINING



Ambulatory colleagues will soon begin training for [wave 1 go-live](#) of our Epic electronic medical record (EMR) system. To help prepare, Dawn Fabian, Susan Shutt, Rob Fox and Jeannine Miller of the Epic training team answer frequently asked questions (FAQ).

## One City Center FAQ

### Where will Epic training occur?

It will occur in our brand-new, state-of-the-art training facility, located on the fifth floor of [LVHN-One City Center](#), 707 Hamilton St., Allentown.

### Where should Epic learners park?

Only park in one of these garages:

#### 1. Transportation Center Deck

Corner of Linden and Sixth streets (entrance is on Sixth Street, across from The Morning Call office building). GPS: 110 N. Sixth Street, Allentown, 18101

#### 2. Spiral Deck

Corner of Linden and Eighth street (entrance is on Linden Street). GPS: 820 Linden Street, Allentown, 18101

**NOTE:** Due to heavy vehicle and pedestrian traffic, lane closures and one-way streets, *it may take additional time to navigate to the parking garage* and locate a parking space. Please allow adequate time to park and walk to One City Center. Plan to arrive 30 minutes prior to the start of class. **Carpooling is strongly encouraged.**

### How do I pay for parking?

To cover the charge at both parking decks, you will receive a “chaser ticket” from your trainer. When you exit the garage, feed your original ticket into the ticket reader. After the machine reads it, insert the “chaser” ticket to pay.

### How do I find my class?

Enter LVHN-One City Center at 707 Hamilton St. Proceed through the lobby and take the elevator to the fifth floor for the LVHN Epic training center. There will be further communication and a map distributed.

### Will I need to bring lunch?

No. You will only be in class for four hours.

## Super user FAQ

### In addition to Epic applications, what else will super users learn?

Wave 1 super users will learn important “how’s and why’s” about the Epic EMR project and receive change management skills training from organizational effectiveness (OE) colleagues.

### Will super users also attend training with their colleagues in January?

Super users will attend end user training in January. Where super user classes are attended based on the roles of the colleagues they are supporting, end user classes are attended based on their own role. As an added bonus, super users will be able to practice assisting colleagues in the classroom. Their understanding of the unique qualities of their departments and colleagues is as important to the success of the launch as their knowledge of the application(s).

## End user FAQ

### How will offices function while colleagues are at training?

Each class is offered at a variety of times including evenings and weekends. Practice managers can choose training times that will have minimal impact on their staff and patients.

### What does “green training” mean?

We will not print a manual. If you need a handout, visit the [Epic Transformation intranet site under “Resource”](#) and print the manual page(s) you need.

### What is the Epic “playground”?

It’s an online environment where colleagues can “play” to practice using Epic. Each colleague is encouraged to repeat his or her class exercises.

– Jenn Fisher

## Epic Training by the Numbers

Colleagues for wave 1

3,000

Classrooms

24

Computers per room

16

Trainers

65

Weekly training days

6 Monday–Saturday

Class hours per day

16 7 a.m.–11 p.m.

Average class length

4 hours

Classes you will take

3–4 depending on your role

## Epic Training Do’s

- ▶ Before training, take “Basic Computer Skills” on The Learning Curve (TLC).
- ▶ Bring your LVHN ID, a pen and notebook.
- ▶ Print Training Materials if you desire to have a copy to make notes.
- ▶ Attend training when you’re scheduled.
- ▶ Arrive 30 minutes early to allow enough time to park and find your way.

# Service Star of the Month



Diana Haines, RN, Brandi McMillian, RN, Colleen Green, RN, Amber Messinger, Georgine Fontaine, RN, Denise Bodish, RN, Marisa Lopez Rodriguez, MD, Tricia Berte, RN, Becky Schippang, and Lehigh Valley Hospital-Muhlenberg emergency department colleagues

In early September, Dawn Oswald, RN, was on her way home at the end of her shift when she noticed a car driving erratically. The driver had his hand out the window and was yelling for help. When the vehicle came to a stop at the south end of the Lehigh Valley Hospital (LVH)-Muhlenberg campus near behavioral health, a young boy emerged and ran for help.

Oswald was first on the scene and was soon followed by colleague Amber Messinger. After realizing a pregnant passenger was in the process of delivering a baby, Messinger – pregnant herself – ran up the hill and scaled a fence to alert emergency department (ED) colleagues and emergency medical service (EMS) personnel about a precipitous delivery on the other side of the building. Meanwhile, Oswald stayed behind to tend to the mother who was delivering her child. The baby emerged stillborn.

Oswald placed the child on top of the mother's lap so she could make a primary assessment. In the meantime, colleague Tricia Berte, RN, arrived and began performing CPR along with Oswald and Denise Bodish, RN. A half-dozen other behavioral health colleagues arrived on the scene, hurried to get a code cart and other supplies, or offered

other assistance. Within minutes, charge nurse Brandi McMillian, RN, led a team of ED colleagues to the scene.

Resuscitative efforts were started by ED resident physician Ryan Rogers, MD, while attending physician Marisa Lopez-Rodriguez, MD, cut the cord so the child could be transported to the ED. During this time, chest compressions were performed by tech partner Becky Schippang while an EMS team intubated and transported the infant to the ED. The LVH-Muhlenberg team continued to work extensively on this precious patient before the father ultimately made the painful decision to halt efforts.

The mother wanted to hold her deceased baby as long as possible. The nurses provided for her wishes by swaddling the baby in a colorful blanket and cap, and then again placing her son in his mother's arms for one last time.

The human drama, which unfolded like a series of carefully choreographed steps, is just one of many experienced by colleagues every day. Nominator Georgine Fontaine, RN, witnessed the team providing "supportive, compassionate emergency care to this family in their most intense moments of need." Says Fontaine, "Our colleagues are true service stars."

– Sheila Caballero

## THINGS TO REMEMBER WHEN NOMINATING A SERVICE STAR:

- ▶ **Choose a colleague or a team** of colleagues.
- ▶ **Tell a story.** Specifically explain how the colleague or team did something extra special.
- ▶ **All colleagues and teams** can be nominated. You don't have to provide direct patient care to be a Service Star.

## NEXT STEPS

- ▶ Nominate a Service Star
- ▶ Congratulate these nominees:
  - **Jessica Rush, PA-C** – hospitalist program, Lehigh Valley Hospital-Muhlenberg
  - **Kristen Wismer, RN – 7C**
  - **Mark DiUbaldo, RN – MICU/SICU**
  - **Cheryl Stokes, RN** – Center for Critical Care float pool
  - **Jim Shellhamer** – information services
  - **Jarom Gilstrap, MD** – plastic surgery
  - **Michele Pisano-Marsh, DMD, Charles Incalcaterra, DMD, Marsha Gordon, DDS, and Jack Worsley, DMD** – dental medicine
  - **LVHN military veteran colleagues**

**40 Years**

**Sandra Kulp**  
Pharmacy

**35 Years**

**William Hnat**  
Information Services

**30 Years**

**Lori Hoffman**  
Operating Room

**Christine Jones**  
Breast Health Services

**Carol Varma**  
Marketing & Public Affairs

**25 Years**

**Deann Barreto**  
Diagnostic Imaging

**Colleen Bavlinka**  
ED Registration

**Jennifer Doster**  
Cardiac Cath Lab

**Taylor Hovan**  
Sterile Processing

**Cicely Meade**  
Nursing Float Pool

**Jamie Stoudt**  
Medical Records

**Tony Vargas**  
LV Anesthesia Services

**Alice Wall**  
Specialty Float Pool

**20 Years**

**Jacqueline Arthur**  
Medical Oncology

**David Freedman**  
Financial Services

**Staci Morrissey**  
Dept. of Family Practice

**Rosemarie Schneiderman**  
CT Scan

**Kimberlee Szep**  
Quality

**15 Years**

**Glenn Elliott**  
Kutztown Primary Care Assoc.

**Holly Fereno**  
ABC Pediatricians

**Gretchen Fitzgerald**  
OACIS

**Denise Gibbs**  
Guidance Program

**Mary Grablick**  
Fairgrounds Surgical Center

**Deborah Haas**  
Surgical Specialists/Trauma

**Megan Jerant**  
Helwig Health & Diabetes  
Center

**Mary Knopf**  
Fairgrounds Surgical Center

**Brian Leader**  
LVH-17 Operations

**Marcus Roberts**  
Information Services

**Richard Sierzega**  
Nursing Float Pool

**Daniel Stettner**  
4KS

**Anne Welsh**  
Operating Room

**10 Years**

**Maureen Babula**  
HealthWorks

**Melissa Babyak**  
Emergency Department

**Judith Baker**  
Emergency Department

**Michelle Ballek**  
Pediatric Pulmonology

**Jason Bauder**  
4K

**Gail Bauer**  
Kidney Acquisition

**Linda Beil**  
Manor Family Medicine

**Peggy Borton**  
Emergency Department

**Jonathan Bortz**  
Lehigh Internal Medicine

**Deborah Bren**  
Orefield Medical Center

**Thomas Buonanno**  
Home Care/PT

**Richard Chapin**  
Electrophysiology Lab

**Craig Christine**  
Orefield Medical Center

**Joseph Ciecko**  
MacArthur Medical Center

**Patricia Creamer**  
Sleep Disorders Center

**Jessica Cupples**  
Pediatric Hem./Onc.

**Karen Fanelli-Daniels**  
Radiology

**Karen Faust**  
Family Health Center

**Janet Fischer**  
Home Care

**James Foose**  
Nursing Float Pool

**Denise Graves**  
LV Anesthesia Services

**Lynn Hensel**  
Trexlerstown Medical Center

**Dalia Hernandez**  
Operating Room

**Francine Hosak**  
Pediatric Hem./Onc.

**Linda Hunsberger**  
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Get a list of **Culture of Wellness** classes and programs.  
 Call **610-402-CARE** for details or to register.

WELLNESS ROLE MODEL

# Melissa Grabinski

Radiology technician Melissa Grabinski says slogging through mud, climbing over obstacles and running up and down hills helped her find herself. “Last year, I signed up for a Tough Mudder event to force myself to train for something,” she says. “The experience not only helped me lose weight and tone up, but more importantly helped me stay strong through a divorce, the adjustment to single

parenthood, and feelings of depression and loneliness.” Completing the event plus two other “mud runs” rebuilt her self-confidence. “This has been a life-changing year,” she says. “Not only have I learned to love running, I’ve found part-time work as a fitness and promotional model – things I never would have imagined possible before running became part of my life.”

– Jenn Fisher

## Culture of Wellness

### Schedule

**Monday Morning Moms**

Dec. 1, 8, 15, 22 and 29

**Adult Maternity Tour**

Dec. 1, 7, 15, 22 and 28

**Postpartum Support**

Dec. 1 and 18

**Preparing for Childbirth** (six-week series)

Dec. 2, 9, 16, 23 and 30

**Car Seat Check Event**

Dec. 2 and 17

**Breast-feeding Your Baby**

Dec. 4 and 17

**Preparing for Childbirth** (two-day class)

Dec. 6 and 7

**Sibling Tour**

Dec. 7 and 28

**Baby Care** (one-day class)

Dec. 13

**CPR for Family and Friends**

Dec. 15

**Preparing for Childbirth** (one-day class)

Dec. 27

**Safe Sitter**

Dec. 30

**Learn more.**

### LVHN Fitness Group Classes

Being an LVHN Fitness member allows you to partake in a variety of classes. Call **610-402-CARE** for more information. Get a list of **class locations and descriptions.**