Soak It Up
Savor the sunshine and CheckUp's new look, pages 3 and 6
Focus on PRIDE

We’re All Leaders

All it takes is a moment in time

Colleagues often use the terms “leader” and “leadership” when referring to our health network’s management team. The description is no doubt accurate, as this group has overall responsibility for our health network’s planning and operations. Leadership, however, is not limited to a certain responsibility level or job title.

Leaders motivate. Leaders inspire. Leaders take charge to find the positive in any situation. That’s something you can – and do – accomplish every day across our health network, no matter your role. Sometimes all it takes is the briefest of moments. An interaction I recently witnessed made that abundantly clear.

I was at LVHN Fitness–Muhlenberg for my 5-6 a.m. workout. (I confess I don’t make it every day, but when I do manage to drag myself out of bed it’s actually a great way to start the day.) As part of our recent communication that the Healthy You Fitness Centers had been renamed “LVHN Fitness,” the phrase “alternate hours” was used. That led to an exchange between exercise physiologist Eric Witzel and a fitness member who approached him following a workout.

The member, having read the communication, questioned the use of the word “alternate,” wondering if it meant every other weekend or something else. Upon hearing Eric’s explanation, the member commented that “it could have been said more clearly.” Eric replied, “It was written that way to give me more opportunities to interact with members like you – and it’s working!”

Those hearing this conversation smiled. With just one sentence, Eric managed to convey:

- Humor
- Warmth
- Support (by complimenting, rather than criticizing, the content of the email)
- Service (by stating his goal to connect with, and help, members)

It was amazing to witness … and a perfect example of leadership in action. Similar opportunities await each of us. Every challenge, every decision and every conversation is a chance to motivate those around us. So my question to you is, “How are you going to lead today?”

“Leaders motivate. Leaders inspire. Leaders take charge to find the positive in any situation.”

Jessica Kirsche enjoys a book on a beautiful day during her lunch break.

ON THE COVER
Welcome to the New CheckUp Magazine
It’s redesigned to better meet your needs

You know that CheckUp keeps you up to date on the latest health network news and shares inspiring stories about passionate colleagues. The CheckUp team is thankful you read the magazine to stay engaged with our health network. That is why we redesigned CheckUp to make it easier for you to find the information you’re looking for and to make it even more enjoyable to read.

Inside you’ll find:

NETWORK NEWS
This monthly section (page 4) contains information about:
- Things colleagues need to know, like our open enrollment period, employee forum dates or core bundle deadlines on The Learning Curve
- Community events, like our Annual Meeting or health fair at Coca-Cola Park
- New services, programs and technology we’re providing

CELEBRATING COLLEAGUES
This monthly section (page 12) tells the story of colleagues who:
- Win awards
- Go above and beyond for patients and colleagues
- Advocate for or support our health network

SERVICE SPOTLIGHT
We’ll continue to honor the Service Star of the Month and colleagues celebrating a service anniversary. Because both are about “service,” we put them together on pages 14 and 15.

CULTURE OF WELLNESS
The back cover is devoted to your health and wellness. It’s where you’ll find a list of the month’s Culture of Wellness programs and events. Plus, the “Wellness Role Model” will inspire you to take charge of your health.

NEXT STEPS
To get more information about stories in CheckUp, now all you have to do is visit Mission Central (LVHN.org/mission central). At the top of the home page, click the “CheckUp” tab to see:
- The online version of the magazine
- Clickable links to intranet and Internet sites referenced in the issue
- Information about Recreation Committee and Auxiliary events, VALIC seminars and other events previously found in the “What’s Happening” list.

– Rick Martuscelli

Visit LVHN.org/missioncentral and leave a comment about our new look.
LVHN and GHHA Announce Agreement to Merge

The boards of the Greater Hazleton Health Alliance (GHHA) and Lehigh Valley Health Network (LVHN) in April signed an agreement for a full asset merger pending regulatory approval.

The agreement, announced by GHHA president and chief executive officer (CEO) Jim Edwards and LVHN president and CEO Ron Swinfard, MD (above), builds upon formal clinical partnerships between GHHA and LVHN. These include:

- MI Alert for Heart Attack care at Hazleton General Hospital (HGH)
- Emergency department coverage at HGH by LVHN physicians
- TeleHealth services in the areas of obstetrics, infectious disease, burn and stroke care at HGH

GHHA includes HGH, with 150 licensed beds, and the Hazleton Health & Wellness Center, an outpatient center providing diagnostic testing, rehabilitation and ambulatory surgery. GHHA employs more than 1,000 people and has a medical staff of more than 100 physicians.

Leaders from both organizations say they anticipate the health care needs in each of their communities will continue to grow. Pending regulatory approval, they plan to do a needs assessment to determine how the merged organization can meet those needs going forward.

LVHN and GHHA Announce Agreement to Merge

One of ‘America’s Safest Hospitals’

Lehigh Valley Hospital is one of three hospitals in Pennsylvania – and one of 66 nationwide – to be included on a list of safe U.S. hospitals that was published in the April-May edition of AARP The Magazine. According to the article “Lessons from America’s Safest Hospitals,” the magazine teamed with the Leapfrog Group to showcase what some of the most innovative hospitals are doing to prevent errors. Lehigh Valley Hospital and Lehigh Valley Hospital–Muhlenberg each received “A” grades for patient safety from Leapfrog in the group’s latest rankings in 2012. Leapfrog assesses institutions on 26 measures of safety.

New Bariatric Medicine Physician

Rena Lambert, DO, recently joined the staff of Lehigh Valley Bariatric Medicine, where she helps patients meet their weight-loss goals through proper nutrition, exercise and other healthy lifestyle changes. Board-certified in internal medicine and a member of the American Society of Bariatric Physicians, Lambert joined our health network as a general internist in 2011. She has since led a number of weight management initiatives, including the development of a group-based weight management program and an obesity curriculum for our health network’s internal medicine residents. Lambert also has degrees in biomedical science and physiology, and extensive experience in clinical research and medical writing.
Spread the Word About

Children aren’t small adults. “They develop at each stage of their life, and they require family-centered care and expertise,” says pediatrician Elaine Donoghue, MD, interim chair of pediatrics. That care is the driving force behind Children’s Hospital at Lehigh Valley Hospital, which includes 111 inpatient beds, our Children’s ER, more than 25 pediatric specialists and numerous child-specific services such as rehab and burn care. Ours is one of just nine children’s hospitals in Pennsylvania and is the only one in the Lehigh Valley. Spread the word to your friends, neighbors and others in our community.

Watch the TeleHealth Video

There’s a new video on Allentown School District’s website (allentownsdo.org). It helps parents understand the free TeleHealth services we provide in the district’s elementary schools. When a child gets an acute illness at school, the school nurse uses TeleHealth technology to present the child to one of our nurse practitioners or physicians, who is at a remote location. If necessary, our clinicians can screen for strep throat, provide an electronic prescription and encourage families to follow up with their primary care doctor. If the child is deemed well, he can return to class. Keeping children healthy and learning is the goal of the TeleHealth program.

Nominate Your Star for a Service Excellence Award

Do you know a colleague who does amazing things? Nominate him or her for a Star Celebration Service Excellence Award. These awards recognize colleagues who demonstrate exceptional customer service, work efficiently, design creative reward-and-recognition programs, perform community service or go the extra mile. If you need help completing your nomination, these members of the Star Celebration committee can help:

- Mary Ellen Bedics, 484-884-1039
- Luereane Mells, 484-884-0500
- Vanessa Taggart, 484-884-1970

To submit a nomination form, visit LVHN.org/missioncentral.

Captive Audience

Men need to take action and protect their prostate health. That’s the message behind a unique public health campaign that’s making a big splash at Coca-Cola Park this summer. The home of the Lehigh Valley IronPigs is the world’s first sports venue to feature a “urinal gaming system” that allows men to control video games with their urine stream. Our health network is sponsoring the system to motivate more men to talk with their physicians about prostate health, and, if appropriate, get screened. In addition to maneuvering through a ski slalom, users score points by answering true-false questions.

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Get
Outside

That breath of fresh air is encouraged by our health network.

Lunchtime is outside time for Kim Alvarez and Georgia Kremus.
The beauty of the outdoors and the warmth of spring is calling to you. So why not take advantage of it? Our health network provides plenty of open spaces where colleagues, patients and visitors can take a quick walk, share lunch outdoors or enjoy some quiet time. Here are some colleagues who are making the most of these spaces:

30 MINUTES TO BETTER HEALTH

Joan-Marie Powles and Kim Lamb work together inside the Diagnostic Care Center at Lehigh Valley Hospital–Muhlenberg. While their schedules don’t allow them to walk together, they do support each other in their wellness goals.

Both colleagues take separate 30-minute walks daily at lunchtime. Powles’ inspiration to embrace wellness came from Lamb, who joined Weight Watchers at Work (reimbursed through the health network’s Culture of Wellness program – see below). On Jan. 7, Powles joined the program too, and she’s lost 30 pounds in three months.

“I had a baby a year-and-a-half ago and wanted to shed the baby weight,” Powles says. “I did that. Now I just want to be healthier.”

Lamb, who squeezes in a 1.5-mile walk during her 30-minute lunch, is simply paying wellness forward. “Another colleague inspired me,” Lamb says. “It’s a chain reaction.”

In addition to walking during work and using Weight Watchers, Lamb and Powles walk at home too. “Kim encouraged me to walk after work with my daughter, pushing her in her stroller,” Powles says. “I don’t want to spend time away from her at a gym, so it’s a nice compromise.”

The experience has taught Lamb the power of teamwork. “We all work together in the lab,” she says. “Now we work together to be healthy.”

A SUN-FILLED LUNCH

Georgia Kremus and Kim Alvarez of Lehigh Valley Physician Group patient relations benefit from the large windows at LVHN–Mack Boulevard. And when lunchtime comes on a sunny day, they take their meal to the great outdoors.

“We used to sit outside on the steps at first, but soon realized it would be even better to bring our lawn chairs,” Alvarez says. “We keep them in our car trunks hoping for a nice day.” The colleagues combine lunch and a bit of relaxation thanks to music on Kremus’ iPad. The outdoor lunch leaves them refreshed and energized for the afternoon. “It’s like we just started our day over,” she says.

Their idea is catching on. “Two other colleagues wanted to use our chairs after we were done one day,” Alvarez says with a chuckle. “They thought it was a great idea.”

TAKE CHARGE OF YOUR WELLNESS

If you’re enrolled in the Choice Plus health plan, you and your eligible dependents can be reimbursed up to $700 on approved Culture of Wellness programs and classes. Use them to get in shape, lose weight, relieve stress and achieve your optimum physical and mental health.

Starting this month, you can find Culture of Wellness programs and classes on the back cover of every CheckUp.

You’ll also find an inspirational story from a “wellness role model” – a colleague who is embracing his or her wellness.

– Amanda Gilmore
Physicists Work Here
Learn why they’re important members of our team

Physicists Karen Colucci and Glen Naekel joke about what it’s like at cocktail parties, especially just after someone asks, “What do you do?”

“When I tell them I’m a radiation health physicist, there’s an uncomfortable pause, and then they quickly walk away,” says Colucci, who came to our health network in October.

Were someone to probe just a tiny bit more, however, the conversation would quickly turn fascinating. For example, Colucci spends some of her time counseling patients with thyroid cancer about the best ways to minimize exposure and manage contamination after they receive radioactive iodine treatment.

In his office, Naekel has three phantom heads sitting on top of his desk. Each of the black, mannequin-looking craniums contain real human bones, and Naekel uses them to test various types of diagnostic equipment. Sensors can be placed inside the phantom body parts that allow Naekel to check the amount of radiation absorbed from various X-ray emitting machines.

In any given week, Naekel and Colucci might be called to:
► Examine a particular imaging system
► Look for ways to minimize the dose of radiation for patients and staff. Naekel recently helped to implement special software on hospital CT scanners that enables the scanners to use 40 percent less radiation.
► Counsel patients who have been treated with radioactive materials
► Investigate a radioactive spill or contamination
► Interact with state officials about licensing and regulations
► Evaluate the radiation dosimetry badges worn by certain colleagues
► Counsel colleagues on ways to reduce their exposure to radiation. For instance, Naekel and Colucci teach physicians techniques to keep radiation exposures as low as reasonably possible when performing X-ray studies or working with patients who have received radioactive material.
► Work with engineers on the design of new X-ray and other diagnostic rooms
► Ensure colleagues are capable of responding to a possible accident at Limerick nuclear power plant

Both love the varied nature of their work. “I feel like I am accomplishing something,” Naekel says. “I’m able to use my knowledge of physics to help patients, the health network, staff, the community and even the environment. There’s a tangible result.”

– Alisa Bowman

Karen Colucci and Glen Naekel enjoy the varied nature of their work as physicists.
Your Security Questions Answered

Our public safety team works 24/7 to keep you safe

Given the recent incidents inside our health network and around the nation, security is on everyone’s mind these days. “We are doing everything possible to keep you safe,” says Mike Wargo, administrator of public safety and emergency operations. Wargo and security services director Bryan Bednar recently took time to answer questions colleagues have been asking.

**How are we “beefing up” security?**

**A:** We are installing new signs regarding our weapons policy and surveillance practices throughout LVHN to raise awareness of two important points:

- Firearms, even if properly licensed, are not permitted at LVHN, and we reserve the right to have them removed.
- Video surveillance occurs throughout LVHN to help us monitor and prevent incidents.

In addition, we identified several “higher security risk” units and implemented check-in and check-out processes for visitors, along with a visitor badge requirement.

**How does video surveillance work?**

**A:** Our cameras focus on entrances, exits, hallways and other public areas – not clinical or private spaces. Continuous video monitoring occurs in our state-of-the-art emergency communications and operations center, which is staffed 24/7 by two emergency dispatchers certified in emergency communications and emergency medical dispatch.

**What can I do to increase my own safety?**

**A:** The DPS offers several learning opportunities, such as a situational awareness class, self-protection courses like RAD (rape aggression defense), and emergency preparedness at home and work. To learn more, please contact security at 610-402-2598 or call 610-402-CARE.

**Can I be notified if there’s an emergency?**

**A:** Yes. LVHN has joined a mass notification system called SERVEPA. All colleagues are eligible to receive notifications (via voice calls, text or email) for LVHN emergencies such as severe weather instructions, active shooter alerts and evacuation orders. To register, please create an account at serv.pa.gov. This is a state-operated, secure system that will require you to provide personal contact information in order to be notified.

— Gerard Migliore

Visit LVHN.org/missioncentral for more information about emergency notifications.

Our emergency communications and operations center is staffed 24/7.
Teach It and They Will Come

The logistics and benefits of 6B’s near perfect attendance at educational events

When sessions were held for colleagues to learn how to practice AIDET customer service techniques, nearly everyone on 6B attended. When colleagues were invited to Crucial Conversations® forums to learn how to have effective conversations when stakes and emotions are high, 6B flirted with perfect attendance again.

Time and again, this team of nearly 60 colleagues finds a way to attend educational events while ensuring their 34-bed medical-surgical unit is adequately staffed. How do they do it? Find out, so your team can take advantage of learning opportunities in the future.

These 6B colleagues also share why they found the recent Crucial Conversations forums to be a good use of their time. They’re using the skills they learned to build and restore time, trust and teamwork, and create healthy relationships with patients, families and each other.

Maryann Fye, RN
6B director

“Patient care coordinator Holly Gregory, RN, patient care specialist Tracie Heckman, RN, and I had a conversation with every colleague to help him or her understand the importance of learning and practicing the skills taught in the sessions. Then we reviewed the list of sessions. We asked colleagues to choose one session outside of their regular work hours that fit best into their personal schedule. We assured them they would be paid for their time. After everyone chose a session, we made a schedule that ensured the unit was properly staffed and informed colleagues when they were to attend a session.”

Cheryl Palm, RN

“As a churn nurse who fills in for other nurses during their break, I interact with several patients, families and colleagues every day. For me, Crucial Conversations forums reinforced the skills we need to work together, identify a problem and respect each other as we move toward a resolution. On 6B, we’re putting what we learned to use. I recently saw colleagues who were involved in a tense situation and reminded them to have a crucial conversation. It worked. We all want to be happy at work. Crucial Conversations taught us how to look at ourselves and change the way we solve problems. It helped make our workplace even more pleasant.”

– Rick Martuscelli

Watch for the announcement of more Crucial Conversations® forum dates this summer.
Chekulvhn.org

Tara Condon, RN

“\nIn the past when I found myself on the verge of a difficult conversation, I always opted for the silent treatment. That can be dangerous. Emotions build up inside of you, and then one little thing can set you off. That’s something we never want our patients and families to see. Crucial Conversations forums taught me how to talk to colleagues about things that are on my mind. I learned not to jump to conclusions or make assumptions about what colleagues do. On 6B, we always get along well, but the forums helped make our relationships even stronger.”

Help us reach our goals

You play a vital role in helping us meet our overall patient satisfaction and cost-per-case goals. New this year, Choice Plus enrollees can help us meet our health and wellness people goal by getting a health screening. If your hard work helps us meet these goals in addition to our health network’s overall financial goals by the fourth quarter, you may be rewarded with a Shared Success Plan (SSP) bonus.

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<th>Target (Better)</th>
<th>Maximum (Best)</th>
<th>Actual</th>
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<td>HEALTH/WELLNESS</td>
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Visit LVHN.org/missioncentral to submit a form after you’ve had a screening.
Doctors and Dentists Honored

More than 80 doctors and dentists on our medical staff were honored for their years of service, commitment and dedication at the eighth triennial Physician Recognition Dinner held at Bear Creek Mountain Resort. Receiving recognition were those doctors who actively served 50 and 25 years on the medical staff. Matthew McCambridge, MD, was honored for his successful term as the 19th president of the medical staff. Five special awards – Medical Staff Community Service Award, Medical Staff Team Builder Award, Medical Staff Physician Research Award, Friend of the Medical Staff Award and the Doctors’ Doctor Award – also were presented.

MY LVHN BEQUEST

A bequest to LVHN through your will helps ensure leading-edge care for our community for generations to come. Every gift – regardless of size – has impact. Choose general support or a service or program that is particularly meaningful to you or a loved one.

MARY ELLEN HERZOG
Development

BEQUEST BENEFICIARY: General support

WHY? “I’ve worked in nonprofits my entire career. Our health network’s commitment to our community, particularly the underserved, is unmatched. I’m inspired by this commitment and want to help ensure that our care and services remain state of the art.”

WANT TO LEARN MORE ABOUT BEQUESTS? Call Jane Wrisley in development at 484-884-8759.

Published and Proud

Emilie Croft didn’t have any expectations when she wrote an article on infection control and sent it to Infection Control Today magazine. “I just enjoy writing,” says Croft, infection control department office coordinator. “It was really special when they told me about publishing it.” The article, titled “Why infection control is the best medicine,” appeared in the February edition. Croft joined our health network in October after spending the summer of 2011 in the Research Scholarship Program, where she was assigned to infection control and did research on MRSA.
Region’s First Nurse Residency Program

To help graduate nurses grow professionally and personally during their first year of practice, our health network has started a new Nurse Residency Program. It will be the first in the region to follow the curriculum of the United HealthSystem Consortium (UHC) and the American Association of Colleges of Nursing (AACN). We are the sixth health system in Pennsylvania to implement a UHC/AACN nurse residency and the only one in the Lehigh Valley region. The program, supported by a $1.4 million grant from the Dorothy Rider Pool Health Care Trust, will start this summer and offer seminars, mentoring, peer support and research opportunities. Pat Karo, RN (right), will serve as our nurse residency specialist.

She’s an Advocate

As a courier for Health Network Laboratories, Casey Maurer knows our health network is a great place to work. Now she knows it’s a great place to be a patient too. The 35-year-old mother of two discovered she had breast cancer in November. Through the initial testing and chemotherapy treatments, dealing with finances and finally her surgery, she’s encountered nothing but “wonderful, encouraging people every step of the way.” It’s a message she shares with others. “I’ve used every service but the barber,” Maurer says. “This is such a large health network, and yet somehow everyone makes me feel like I’m their only patient.”
Lehigh Valley Inpatient Hospice Team

Lehigh Valley Hospital–17th Street

Every day, colleagues on the inpatient hospice unit at Lehigh Valley Hospital–17th Street display great compassion when families need it most. In the moments that followed the very tragic and emotional events of March 19, 2013, on the unit, colleagues pulled together to support patients, families and each other.

The team took the proper precautions and steps necessary seconds after the incident occurred. They comforted patients, families and each other, and continued to deliver compassionate care under extraordinarily difficult circumstances.

“Their courage, professionalism and dedication to their patients and colleagues were phenomenal,” says nominator and inpatient hospice colleague Jacqueline Harris, LPN. “There was no panic in the face of great danger, just the shining spirit of service. This team sets a high standard in professional behavior and is a model of efficiency and compassion. They put their patients first every day without exception and continually exceed expectations.”

Our Service Stars of the Month:
(back row, l-r)
Sarah Nicklin, MD,
Kimberly Bruns,
Carolyn Bozsolak, RN,
LoriAnn Fontaine, RN,
Ernest DeAngelis,
(front row, l-r)
Brigitte Naratil,
Rev. Al Voorhis and
Dorothy Kouba, RN.

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
Visit LVHN.org/missioncentral to nominate a Service Star and read the stories of these nominees:
► Tammy Sandt, RN
4T, Lehigh Valley Hospital–Muhlenberg
► Megan Fairchild, CRNP,
Ellen Fairchild, RN,
Gloria Velazquez
Children’s Clinic
► Chris Kita
System for Partners in Performance Improvement
► Maria Lopez
7T, Lehigh Valley Hospital–Muhlenberg
► Michele Schoedler, RN
MICU/SICU, Lehigh Valley Hospital–Cedar Crest
► Courtney Edwards, MD
surgical resident
Culture of Wellness

Schedule

Baby Care (one-day class)
June 1

CPR Family and Friends
June 3

Postpartum Support Group
June 3, 12 and 20

Car Seat Check
June 4

Maternity Tour
June 5, 9 and 17

Preparing for Childbirth (Friday/Saturday class)
June 7 and 8

Sibling Tours
June 9

Breast-feeding Class
June 10

Baby Care (two-week series)
June 12 and 19

Preparing for Childbirth (one-day class)
June 15

Preparing for Childbirth (refresher class)
June 17

Safe Sitter
June 20

CPR for the Safe Sitter
June 20

Preparing for Childbirth (Saturday/Sunday class)
June 22 and 23

Preparing for Childbirth and Baby (six-week series)
June 24

Visit LVHN.org/missioncentral for a complete list of Culture of Wellness classes and programs.

Call 610-402-CARE for details or to register.

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Kenisha Jackson became a technical partner because she has a passion for helping people. However, there was one person she neglected to help – herself. She was overweight. Working at LVHN helped her realize how serious her condition was and inspired her to change. At a weight-loss seminar, she learned about bariatric surgery. To have the surgery, however, she first had to lose weight by changing her diet. “They helped me every step of the way,” Jackson says. “I went to a dietitian, who not only improved my eating habits, but my family’s as well.” In the three months before her surgery, Jackson lost 35 pounds. She lost an additional 30 pounds after surgery. Her goal is to lose 17 more pounds.

– Amanda Gilmore