A Year for the Books

We’ll celebrate our success – and give thanks – with another turkey toss

As warm days fade away and the leaves begin to change, I anticipate the height of autumn. To me, crisp fall days signal the start of the season to give thanks. At this time of year, I like to reflect on what the year has held so far. I also make sure to recognize and give thanks for all the good things in life, including family, friends and professional fulfillment.

Colleagues play a huge role in our health network’s success, and I am so thankful for every one of you. Each month when I work on this column, I look at what is planned for the issue. I am continually amazed by the good work you do, issue after issue, year after year. It’s simply not possible to get every example in CheckUp!

You’re passionate and becoming even more engaged in our health network (page 6). You’re committed to our community – as evidenced by our children’s hospital announcement (page 3) – and our country, as you’ll show when we honor local heroes on Veterans Day (page 9). Our monthly Service Stars (page 11) show how you consistently go above and beyond what is expected of you. You do it selflessly, expecting nothing in return but a smile from a patient or kind word from a colleague.

As a token of our appreciation for your hard work, we will again be giving colleagues a free turkey this year (page 14). We hope you’ll celebrate this time of thanksgiving with people who mean so much to you – because you mean so much to us.

Because we care, I’d like to remind you to get a flu shot at an Employee Forum (see page 5 for dates) so you and your loved ones can celebrate the season in good health. Also, please don’t forget about open enrollment (page 14). Now is the time to choose the benefits that best meet the needs of you and your family.

It’s been a great year. Thank you for your hard work. When I count my blessings on Thanksgiving Day, you will certainly be among them.

Terry Capuano, RN
Chief Operating Officer
It’s going to be hard to miss Jeriah Chevere’s smiling face over the next several months. You’ll have the chance to see it often enough.

His proud mom, Azareth Chevere, also is smiling a lot these days in our Community Health and Wellness Center where she’s a medical assistant. Her 10-year-old son is a model, and he just completed his first advertising campaign.

Ironically, it’s for Children’s Hospital at Lehigh Valley Hospital. With the theme “Guardians of tommorow’s superheroes,” the campaign shows children envisioning themselves at their healthiest, strongest potential.

“We went to Philadelphia for the casting call and when he got the photo shoot, we asked what it was for,” Azareth says. “They said it was for a hospital – Lehigh Valley Health Network. That kind of floored us.”

Everything happened quickly for the fourth-grader from Siegfried Elementary School in Northampton. Jonathan and Azareth Chevere had heard many comments about their son’s good looks since he was born. Late last year, Jonathan asked Jeriah about looking into a modeling agency. “My dad said I was funny and took good pictures, why not see what happens,” Jeriah says. “I said OK.”

In August, Jeriah got invited to be one of 10 children in a casting call. He posed for photos for about 10 minutes and returned home. Two weeks later, his mom received word about her son getting the photo shoot, and what the shoot would be for.

“We started laughing when she told me it was for the same place that she works,” Jeriah says. “I still can’t believe it.”

Jeriah spent two hours in front of a camera, first closing his eyes, then looking up and down with them open, and smiling the whole time. “I smiled for so long I got cramps in my smile,” Jeriah says. “But it was really cool. Everybody was really nice. It was fun.”

Does his smiling face all over the place make him the most popular fourth-grader in the Lehigh Valley? Jeriah doesn’t think so. “But maybe I’m the most popular kid at Lehigh Valley Health Network,” he says.

“We went to Philadelphia for the casting call and when he got the photo shoot, we asked what it was for. They said it was for a hospital – Lehigh Valley Health Network. That kind of floored us.”

AZARETH CHEVERE

“I still can’t believe it.”

—Ted Williams
Ask internist Cheryl Bloomfield, MD, what she loves about her work, and she’ll give you two answers. “I love to teach,” says the Lehigh Valley Physician Practice attending physician. “Helping medical students develop into great physicians is my passion.”

She’s equally passionate about caring for underserved patients, many of whom are uninsured or underinsured. “There’s a cost to providing quality care,” Bloomfield says. “Even though some patients can’t afford it, we still give them amazing care. I teach residents how important that is, and help them understand that’s what makes Lehigh Valley Health Network phenomenal.”

For Bloomfield and her colleagues to deliver free or reduced-cost care, our health network must be financially strong. Additionally, our financial strength keeps our community healthy by allowing us to invest in new facilities, programs, services and technologies. Our strength also eliminates the need for patients to travel for superior care.

You’re why we’re at our best
In fiscal year 2012 (FY 12), Lehigh Valley Health Network’s operating margin (revenue minus expenses) is $82.9 million, or 5.1 percent of revenue. Health care experts say not-for-profit hospitals should achieve a margin of 4-5 percent annually to properly reinvest and care for the community.

Reasons for our financial success:
• More people are coming to our health network for care. The number of inpatient admissions, outpatient registrations, emergency department visits and Lehigh Valley Physician Group (LVPG) visits all increased.
• Our expenses were $4.1 million below budget.

“We’re caring for more people because our patients feel the kindness and compassion of our colleagues,” says president and chief executive officer Ron Swinfard, MD. “You help make people realize this is the place they want to go for care. At the same time you make people feel welcome, you continue to deliver the best possible care while finding new and creative ways to reduce expenses. Thank you for your hard work.”

The results
A positive margin allows us to:
▶ Offer merit-based increases.
▶ Award a Shared Success Plan (SSP) bonus. Full-time colleagues received $800, and part-time colleagues received $400. The SSP bonus was made possible because we reached our patient satisfaction and cost-per-case goals.
▶ Enhance our community benefit – services such as clinics, free flu shots, support groups, and free or reduced-cost care for which we are not reimbursed. Our estimated community benefit in FY 12 is $222 million, up from $215 million last year.
▶ Reinvest in new programs and services. The FY 13 capital budget for such investments is $125 million, up from the $88 million we invested in FY 12. Examples of investments include:
  • An expanded Burn Recovery Center
  • A new pediatric residency program
  • The new Health Center at Macungie
  • Hyperbaric oxygen therapy, a new treatment at our Wound Healing Center
  • A third daVinci robotic surgical system

Looking ahead
As the federal government looks to reduce expenses, our nation’s health care system will continue to change. That means we’ll likely be reimbursed less for the care we provide from payers like Medicare and Medicaid. Maintaining our quality of care is also important because hospitals will be penalized for having high readmission rates and poor HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores. “If we work to be at our best so we can help the people of our community be at their best,” Swinfard says, “we’ll continue to get stronger.”

—Rick Martuscelli
Attend an Employee Forum on the following dates and times:

- Thursday, Nov. 1: 3:30 p.m.
- Friday, Nov. 9: 2 a.m. and 3:30 a.m. (LVH–CC and LVH–M only)
- Monday, Nov. 12: 8 a.m. and noon
- Thursday, Nov. 15: 3:30 p.m.
- Friday, Nov. 16: 3 p.m.
- Tuesday, Nov. 20: 6 p.m.
- Monday, Nov. 26: 3 p.m.
- Wednesday, Nov. 28: 1 p.m.
- Thursday, Nov. 29: 7 a.m. and 9 a.m.
- Friday, Nov. 30: 2 a.m. and 3:30 a.m. (LVH–CC and LVH–M only)
- Monday, Dec. 10: 1 p.m. and 3 p.m.
- Tuesday, Dec. 11: 4 p.m.

Locations

Just pick the most convenient time and go to any of the sites below:

- LVH–CC Auditorium
- LVH-M ECC-C
- LVH–17 Auditorium
- LVHN–Mack Blvd. Auditorium

Caregiver and teacher – Lehigh Valley Physician Practice attending physician Cheryl Bloomfield, MD (left), inspires medical students like Suchita Kumar to never lose their passion for caring for people.

Be at Your Best
To learn more and help shape our future:

1. Attend an Employee Forum on the following dates and times:
   - Thursday, Nov. 1: 3:30 p.m.
   - Friday, Nov. 9: 2 a.m. and 3:30 a.m. (LVH–CC and LVH–M only)
   - Monday, Nov. 12: 8 a.m. and noon
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   - Monday, Nov. 26: 3 p.m.
   - Wednesday, Nov. 28: 1 p.m.
   - Thursday, Nov. 29: 7 a.m. and 9 a.m.
   - Friday, Nov. 30: 2 a.m. and 3:30 a.m. (LVH–CC and LVH–M only)
   - Monday, Dec. 10: 1 p.m. and 3 p.m.
   - Tuesday, Dec. 11: 4 p.m.

2. Come to our Health Expo and Annual Meeting
   (see page 12 for details).

3. Visit Mission Central on the intranet (lvh.com) to watch Dr. Swinfard’s latest Fireside Chat video and get information to stay engaged with our health network.
Get Energized

Tips to become even more rewarded by your work

Day and night, Caressa James is energized by her work. By day, she cares for children as a medical assistant and office coordinator at ABC Family Pediatricians. “It’s so great to watch children grow up and turn into beautiful people,” she says.
At night, James changes her uniform and helps turn adults into beautiful, healthier people. She’s a Zumba Fitness instructor at the Healthy You Fitness Center. “People tell me they started Zumba only one month ago and already are losing weight. That’s rewarding to me. There’s a joy in doing what you love, and I love spreading joy to other people,” she says.

James is an excellent example of a colleague who feels a strong sense of accomplishment in her work and is proud to be part of our health network. “We want all colleagues to feel that way,” says Jack Dunleavy of organizational development, who is passionate about helping colleagues feel highly engaged in their work. “When colleagues feel proud and motivated, they’re at their best for our patients and community.”

Do you love your job as much as James? To find out, ask yourself these questions. If you think you have room for improvement, talk with your supervisor about the tip listed below the question.

Q Am I energized by my work? ▶ Seek work that suits your strengths, skills and interests.

Q Is work an important part of my life? ▶ Set career goals and work to achieve them.

Q Do I find a strong sense of accomplishment in my work? ▶ Offer to take the lead on a project.

Q Am I highly engaged in my work? ▶ Learn new skills that will help you grow professionally.

Q Is being a member of our health network rewarding? ▶ Suggest ideas to make your department and our health network even better.

Q Am I proud to be a member of our health network? ▶ Stay up-to-date with health network news, events and goals.

There may be times at work when you’re not energized or motivated. That’s when time, trust and teamwork – the things you said you need to be at your best – are missing. “These are the times when you need to have a conversation with a colleague or your supervisor,” says organizational development’s Charlene Bergstresser, RN. “These conversations can be difficult, but we’re giving you the tools you need to have these ‘crucial’ conversations.”

To learn more about having a crucial conversation and loving your time at work, you can:
▶ Go to an Employee Forum (see page 5 for dates)
▶ Attend a Crucial Conversations® workshop (look for dates in a future CheckUp)
▶ Read “The Great Employee Handbook” (you’ll receive a free copy at an Employee Forum)

Once you learn new skills and put them to use, we want to make sure they’re helping you feel as energized as possible. In April, we’ll conduct a survey and ask for your feedback. The results will tell us your level of satisfaction with your job and our health network, and help us identify how we can help you love your job even more. To read the survey and take a self-assessment, visit Mission Central at www.lvh.com.

“We’re giving you tools to be at your best now,” Dunleavy says, “so that when you take the survey in April, you can honestly check the ‘very satisfied’ box in every category.”

—Rick Martuscelli
Giving our patients and their families the best possible experience is the goal of our Patient-Centered Experience (PCE) team. To determine if we’re meeting their needs, one of the tools we use is a national standardized patient satisfaction survey called HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems). Results tell us how well we’re communicating with patients, responding to their needs, managing their pain, and keeping their environment clean and quiet.

To help ensure we’re meeting patients’ needs in these categories, colleagues on seven PCE teams are launching new initiatives. If they’re successful, our HCAHPS scores should rise. “Through our health network’s commitment to the patient experience and the heightened attention surrounding HCAHPS and value-based purchasing, it is critical that we provide a consistent experience for every patient, all the time,” says our HCAHPS program manager Lindsay Siegle.

One pilot project being launched on 4C and the transitional trauma unit involves the use of a standardized white board as a communication tool. The new boards include standard information such as the room number, where to order meals and a graphic of a 1–10 pain scale. The scale will help caregivers track patients’ pain and remind patients that managing their pain is always our top priority.

A pilot being conducted by the team focusing on nurse communication involves patient shadowing. Fifteen colleagues have volunteered so far to sit with patients for two-hour time blocks and observe their interactions with staff. “The goal is to see through the patient’s eyes,” says 6K patient care specialist and team co-leader Kristina Holleran, RN. “We observe colleagues – evaluating their tone of voice, eye contact, posture, whether they smile and how they introduce themselves.”

Many existing communication tools are working well, including ROADMAP (Review of All Daily Medical Actions and Plans), a fact sheet given daily to patients that informs them about their care. When it comes to using AIDET consistently, however, there is room for improvement.

“It’s really about enhancing what we already have as our foundation,” says patient care services administrator and Holleran’s co-leader LaDene Gross, RN. “These findings will help us better identify opportunities for improvement.”

Each PCE team will make recommendations based on their pilot projects by June 2013 and incorporate them network-wide. Then, we’ll see if our HCAHPS scores rise. More importantly, Siegle says, “This is the right thing to do for our patients.”

–Sidney Stevens
Honoring Heroes

We’ll host several events on Veterans Day

You could work alongside someone who fought for our nation’s freedom and not even know it. That’s about to change.

This year, in honor of Veterans Day, our health network is inviting all veterans, military retirees and serving guard/reservists to wear their military uniforms on Monday, Nov. 12. “This will be a great way to outwardly celebrate and recognize their service,” says Eric Johnson, our health network’s operations specialist and veterans affairs liaison officer.

That’s just one way we’ll mark the day. Here are the other things we’ll do for our nation’s heroes on Monday, Nov. 12:

Flag pole ceremonies
We will host a 15-20-minute ceremony beginning at 11 a.m. at each of our hospitals and Mack Boulevard. The ceremonies, which will be led by our senior management team, will be held near the site’s flag pole and include the singing of our national anthem, a moment of silence for those serving in harm’s way (and their families) and recognition of our health network’s veterans. (If there is inclement weather, ceremonies will be moved to the Jaindl Concourse at Lehigh Valley Hospital–Cedar Crest, and the main lobbies of the other sites.)

Veterans’ celebration and reception
Open to all active, discharged and retired veterans and families, we will host a special reception 4-5:30 p.m. at Lehigh Valley Hospital–Cedar Crest in the Kasych Family Pavilion, Medical Imaging of Lehigh Valley Educational Conference Center rooms 6 and 7.

Educational lecture
Following the reception, we will host another installment in the Jahna Haldeman-Foland Memorial Series – Honoring the Journey Home: Caring for Veterans Living With Complex and Life-changing Issues, 6-8 p.m. Professor Albert J. Shimkus Jr., a retired U.S. Navy captain and associate professor of national security affairs for the Naval War College, will speak. The event is open to all health care providers and the community. (Lecture attendees may begin arriving at 5 p.m. for registration and to submit questions for the panelists.)

Amy Koch

▲ Making it happen – It took a team effort to organize our Veterans Day events. Planners included (l-r) Judith Sabino, Eric Johnson, Steven Fox, Barbara Rutt, RN, Bruce Ellsweig, MD, Anne Marie Crown and Jeanne Vogt, RN.

SAVE THE DATE

Monday, Nov. 12 • 11 a.m.

Veterans Day ceremony at each of our hospitals and Mack Boulevard flag poles.
The 37th annual Great American Smokeout is Nov. 15. It's a day declared by the American Cancer Society to encourage smokers to stop smoking or make a plan to quit. By doing so, smokers will be taking an important step toward a healthier life – one that can lead to reducing cancer risk.

“ Quitting smoking is hard, but you can increase your chances of success by getting help,” says Suzanne Smith, clinical prevention manager for our tobacco treatment program. As the region’s only National Cancer Institute Community Cancer Centers Program (NCCCP), our health network is hosting a Healthy Monday event to help you and the people of our community throw away their cigarettes.

Healthy Monday
Monday, Nov. 19, 4-6 p.m.
Community Health and Wellness Center,
Lehigh Valley Hospital–17th Street

The free event will provide:
• Carbon monoxide screenings that help you understand how cigarettes affect your body
• Information to help you quit smoking successfully
• Information about how to participate in a clinical trial
• Screenings for glucose levels, blood pressure and body mass index
• Mammograms for women who meet eligibility requirements

To register, call 610-402-CARE (2273).

Colleagues considered at high risk for lung cancer can schedule a lung cancer screening. You're considered high risk if you have a cigarette pack-year history of 30 or more (multiply the number of packs you smoke per day by the number of years you’ve smoked) and are ages 55-74. Current or former smokers 50 and older with a 20-pack-year history and other risk factors also are screening candidates. Ask your doctor if you meet the criteria for the screening, which is covered by your Culture of Wellness benefit.

This month, you also can test your knowledge about the dangers of smoking by completing a questionnaire. All colleagues will receive one. Complete it, and you’ll be entered to win a $10 Sodexo gift card.

If you smoke or use other tobacco products, take action to quit now. You’ll be glad you did.

As a National Cancer Institute Community Cancer Centers Program (NCCCP), our health network delivers superior quality and coordinated cancer care, brings the newest treatments to our patients through clinical trials and decreases barriers to care in our community. In November, we are joining Pennsylvania’s two other NCCCP hospitals – Geisinger Medical Center and Einstein Medical Center – to offer screenings, share ideas and work together to improve cancer care throughout our region.

Follow us on Twitter | Facebook | YouTube
Recently, Lehigh Valley Hospital–Cedar Crest’s mother-baby unit and labor and delivery department have been in the midst of a mini baby-boom. As a result, colleagues in these units have had to be creative to find space for all the families under their care. They sometimes use an overflow room in a nearby unit or have families stay in a semiprivate room while another space is being prepared. Kristen Linhart, RN, patient care coordinator of the mother-baby unit, knows it can be difficult to find room for her patients and their families.

When the department was short-staffed one Sunday (Linhart’s day off), she volunteered to come in and lend a hand. She worked a 12-hour shift. On Tuesday of the same week, still recuperating from her extra shift, she volunteered to fill a shift from 4:30 a.m. to 4:30 p.m.

“It was one of the busiest days we’ve had,” says nominator Kristina Miller, RN. “Kristen cared for 10 babies whose mothers were still on the labor and delivery unit. We also had several families that were sharing a room in our overflow unit, which is not ideal. But we didn’t have much choice. Though she was busy with the babies under her care, Kristen took the time to talk to the new families and apologize for not having a room for them right away.”

Most of the families were OK with the temporary arrangement, but one mother felt increasingly uncomfortable in a semiprivate room. Linhart didn’t want this mother to have a bad experience, so she arranged for the family to move to a private room. Afterward, they were extremely grateful and thanked Linhart for helping.

“After caring for these families all day, Kristen went home only to come back for another shift at 3 a.m.” Miller says. “Kristen has made herself available multiple times. She goes out of her way to facilitate solutions so that at the end of their stay, patients are pleased they chose Lehigh Valley Health Network. While this may seem like a normal part of her job, it’s the ‘down-to-earthiness’ she possesses that promotes teamwork and lifts the morale of the staff.”

—Matthew Burns
Christine Hricak was understandably upset when her brother’s issues with epilepsy took a turn for the worse. Speaking with his neurologist and doing research helped, but it took befriending neurology’s Sharon Baca, RN, and Jean DiFebo, RN, to really ease her concerns. “They were always there for me with phone calls and emails during a difficult time,” says Hricak, who works in diabetes and endocrinology. Last fall, Hricak returned the favor for Baca, helping her select glucose meters for a family member with diabetes. Then last spring, Hricak ran into DiFebo at a healthy bone seminar and wound up providing neurology with information about her department’s osteoporosis program. “It all came about because our paths crossed being part of this network,” says Hricak. “It really is like family here.”

Nilsa Rivera planned on joining the Healthy You Fitness Center and starting Weight Watchers. An IDX trainer at Mack Boulevard, she wanted to change her workaholic ways. Her intentions were good; following through on them wasn’t. Finally, it caught up to her. First it was a series of minor health issues. Then she developed headaches, had a mild stroke and underwent surgery for an aneurysm. It scared the heck out of her. Today, Rivera is walking up to two miles, and Weight Watchers is a reality. “If you don’t take care of your body, it will shut down,” Rivera says. “I found out the hard way.”

For a list of Culture of Wellness programs, visit the human resources website at www.lvh.com and click “Benefits” and “Culture of Wellness Brochure.”
To register for Culture of Wellness programs, call 610-402-CARE.
A Guide to Our Care

Melanoma Expert Joins LVPG

Fellowship-trained surgical oncologist Rohit Sharma, MD, is now part of Lehigh Valley Health Network. Sharma most recently completed his surgical oncology research and training at Roswell Park Cancer Institute in Buffalo, N.Y. He is a graduate of Maulana Azad Medical College, New Delhi, India. He sees patients at Lehigh Valley Surgical Oncology located at both Lehigh Valley Hospital–Cedar Crest and Lehigh Valley Hospital–Muhlenberg. He provides advanced care for patients with melanoma and performs surgery for a wide variety of cancers.

Making Hospital Stays a Little Easier

Lying in a hospital bed awaiting surgery can be a scary proposition for anyone. Imagine what it’s like for a child. That’s what makes our child-life specialists so special. They are professionals who help children and their families cope with a hospitalization, illness or injury, and any medical procedures that may be ahead. Sometimes it means being a young patient’s playmate, other times it’s providing a shoulder to cry on for mom and dad. The goal is to make difficult situations easier. And when it’s time to go home, child-life specialists often get the most hugs.

Chest Pain Center Accreditation

Our three hospitals again received accreditation as Chest Pain Centers. This tells the people of our community that we have all the resources needed to deliver the best possible heart attack care quickly and safely. We consistently rank in the top 1 percent in the nation for heart attack survival. Our MI Alert for Heart Attacks program is a significant part of this accomplishment, consistently delivering the “gold standard” for treating patients having a heart attack with lifesaving care.

Health Center at Macungie Offers Walk-in Care

Lehigh Valley Physician Group (LVPG) walk-in care is now available at the newly opened Health Center at Macungie. Walk-in care is available 9 a.m.-3 p.m. weekends and holidays. Common illnesses and minor injuries that can be treated include:

- Sprains and strains
- Cuts and lacerations
- Poison ivy and rashes
- Seasonal allergies
- Flu symptoms
- Bronchitis
- Ear infections
- Sore throat
- Fever

Area’s Only Pediatric Sleep Center

Our Pediatric Sleep Center, located at Lehigh Valley Hospital–17th Street and Lehigh Valley Hospital–Muhlenberg, tests and diagnoses children and young adults who are not sleeping well. The center is staffed by highly skilled technicians who are specifically educated to perform pediatric sleep studies. In most cases, a child’s sleep disorder can be diagnosed after spending just one night in the child-friendly setting. If you know someone with a child who isn’t sleeping, tell her to talk to a pediatrician to see if a sleep study can help.
On the Horizon: A New Way to Track Your Time

To make life easier for all colleagues, the health network will be introducing a new automated system that will allow you to view your schedule and track the days/times you work. This system will create efficiency and ensure all colleagues are paid correctly and consistently for all time worked.

Once implemented, this new time-tracking system will allow all nonexempt (hourly) colleagues to record hours worked through either a badge swipe, computer or telephone (depending on your department). Exempt (salaried) colleagues will use this same system to record PTO and sick time. This will integrate with Lawson for exempt colleagues. The web-based scheduling portion of the new system will replace the current ANSOS One-Staff.

This system will be implemented in the next 12-18 months. Until then, please continue using current systems to record your time. Look for more information in the upcoming months.

Second Quarter Core Bundle on The Learning Curve

The second core bundle of fiscal year 2013 will be released on The Learning Curve (TLC) in November and must be completed by Dec. 31. The second-quarter bundle includes courses that focus on protecting the environment, as well as protecting the health and safety of our patients and colleagues.

To access the bundle, click the TLC icon on your SSO toolbar. Your assignment will be listed on the “To Do” list on your learner home page. This is the second of four bundles that will be available in fiscal year 2013. Future release and deadline dates will be published in CheckUp.

Get Your Free Turkey

For the second consecutive year, all colleagues will receive a free 12-14-pound frozen Jaindl turkey. It's a gift to thank you for all the hard work you do. You'll receive a card in your home mail that contains the certificate you'll need to get your turkey. Turkeys will be distributed at Mack Boulevard, Lehigh Valley Hospital–Muhlenberg and Dorney Park, where the central location and abundant space will allow colleagues to get their turkey conveniently and safely.

**Monday, Nov. 12, 2-5 p.m.**
- Dorney Park, parking lot
- Mack Boulevard, corner of rear parking lot

**Tuesday, Nov. 13, 2-5 p.m.**
- Dorney Park, parking lot
- LVH–Muhlenberg, Nite Lites event pad

Certificates also can be redeemed during business hours at the Jaindl Farms Store. See the certificate for details.

Get Help During Open Enrollment

It’s time for open enrollment, the period when you select the benefits that best meet the needs of you and your family. 

**New this year** – all colleagues must enroll in order to participate in medical, dental and vision benefits, or a flexible spending account for 2013. If you don’t enroll, you will not be eligible for benefit coverage until open enrollment 2014, unless you have a qualifying life event. The open enrollment period will be from Oct. 29 to Nov. 16, 2012.

If you need help choosing your benefits, human resources colleagues are available during these help sessions.

**Lehigh Valley Hospital–Cedar Crest, computer lab 1**
- Tuesday, Oct. 30: 7-11 a.m.
- Friday, Nov. 2: 7-11 a.m.
- Wednesday, Nov. 7: 3-7 p.m.
- Thursday, Nov. 8: 12-4 p.m.
- Monday, Nov. 12: 12-7 p.m.

**Lehigh Valley Hospital–Muhlenberg, I/S training room**
- Thursday, Nov. 1: 7-11 a.m.
- Tuesday, Nov. 6: 12-4 p.m.
- Wednesday, Nov. 14: 7-11 a.m.
- Thursday, Nov. 15: 12-4 p.m.

**Lehigh Valley Hospital–17th Street, auditorium**
- Wednesday, Oct. 31: 7-11 a.m.
- Monday, Nov. 5: 8 a.m.-4 p.m.
- Tuesday, Nov. 13: 12-4 p.m.

**Lehigh Valley Health Network–Mack Boulevard, LVPG training room (second floor)**
- Monday, Oct. 29: 12-4 p.m.
- Friday, Nov. 9: 7-11 a.m.
United Way Day of Caring

Dorothy Nordmeyer, a member of our health network’s United Way committee, delivered meals to shut-ins during the United Way Day of Caring. As a member of the committee, she’s passionate about helping people in our community. Each year, colleagues continue a tradition of giving by contributing to the United Way campaign. By pledging your support, you’ll help the United Way of the Greater Lehigh Valley provide vital services to our community. Click on the United Way icon on your SSO toolbar to give.
HAPPY ANNIVERSARY
November 2012

40 Years
Vivian Kober
Radiology

35 Years
Jane Dilliard
Float Pool
Shirley Hahn
Emergency Services

30 Years
Wendy Everett
CAI Scanning
Jeanette Mertz-Brown
Endoscopy/GI Lab
Sally Sherman
Cane Management

25 Years
Maryrose Dorward
6N Adult Psychiatry Unit
Catherine Ehrig
Family Health Center
Zelda Greene
Medical Records
Vicki Klotz
Emergency Services
Ruth Yablonski
5C Medical-Surgical
Robin Zvolenik
Mammography

20 Years
Carolyn Farrell
College Heights OB/GYN
Karen Fowler
Ambulatory Services
Angelic Martinez
Float Pool

15 Years
Richard Baylor
Heritage Family Practice
Jamie Bongiovanni
The Guidance Program
David Bosket
LV Anesthesia Services

Christopher Bury
TOHU
Kimberly Forsht-Whitaker
3A IPCU
Sharon Glass
5K Medical-Surgical
Donna Laudenslager
Labor & Delivery
Donna Lovelace
Dental Clinic
Gregory Marushak
Facilities & Construction
Anna Rockovits
Medical Records Transcription
Pamela Zepp
ABC Family Pediatricians

40 Years
Gene Newswanger
Health Spectrum Pharmacy
Alice Notis
NCU
Usma Chakor
Progressive Coronary Care Unit
Christine Reichard
6T Medical-Surgical
Regina Sacco
Home Care
Melissa Shiner
ABC Family Pediatricians
Carol Trunzo
Physician & Executive Recruiting
Kim Weida
Adult Transitions
Teresa Wright
ICU

5 Years
Carissa Apple
4T Medical-Surgical
Sharon Baca
Lehigh Neurology
Todd Bachtel
Engineering
Cristina Barlaan
Mother Baby Unit
Dean Beers
Patient Transport Services
Patricia Behler
Regional Burn Center
Casey Blaxland
Operating Room
Lisa Bohannon
Neurosurgery
Jason Boyko
Benevement Services
Margaret Boyle
Care Continuum Informatics
Dale Broadway
Information Services
Donna Bucchin
Pharmacy
Elyse Bumback
Operating Room
Lisa Canada
Behavioral Health

Cynthia Cappel
Nursing Education
Nicholas Carman
Open-Heart Unit
Daniel Chiquito
Patient Transport Services
Debra Christmas-Guess
Health Spectrum Pharmacy
Winsome Davis Semancik
7T Medical-Surgical
Carmen De Leon
Transitional Trauma Unit
Antoinette Diamond
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Donna Distler
5K Medical-Surgical
Christopher Doll
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Kathleen Ferrizzi
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Melissa Fitzgerald
Marketing & Public Affairs
Margaret Forner
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Nicholas Geary
Pediatric Unit
Brett Getz
Supply Distribution Services
Emily Greene
Marketing & Public Affairs
Amy Healy
Pediatric Rehab
Steven Hoshenheit
Internal Audit
John Hong
Surgical Specialist/Thoma
Karen Hontz
Vision Specialists of LV
Natalie Janotka
Clinical Social Work
Philip Carl Jose
Float Pool
Elizabeth Kehoe-Huck
Center for Advanced Heart Failure
Kevin Keller
Information Services
Ryan Kelly
Information Services
Jeffrey Kophart
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Briana Kish
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Amy Koch
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Glenn Koehler
Bed Management
Eric Laudenslager
Security
Jie Li
Professional Services
Mary Lillman
Pleasant Valley Family Practice
Barbara Lissenden
Muhlenberg Primary Care
Jennifer Makovsky
Urology
Desiree McMullan
NCU
Randi Meckes
7T Medical-Surgical
Annemarie Miller
College Heights OB/GYN
Ann Marie Miller
Risk Assessment Program
David Mitman
Plant Engineering
Harriette Moore
Medical Oncology
Catherine Motta
6T Medical-Surgical
Edira Nesimi
Float Pool
Stephanie Orellana
Mother Baby Unit
Amber Pfeffer
Lehigh Neurology
Jennifer Plum Forte
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Sujatha Prabhakar
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Rachel Rex
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Yadira Rosado
Hospice
Julie Ruiz Kleckner
OB/GYN Assoc. of the LV
Mavis Rukambe
Float Pool
Lucas Savage
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Sarah Seckinger
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Gabrielle Seiger
Rehab Services
Renee Shelly
Perioperative Services
Sherri Silcox
Patient Education
Sarah Snader
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Michele Solomon-Abraham
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Internal Medicine of the LV
Michele Stem
Radiology
Mary Sullivan
MCUSICU
Mary Suydam
Information Services
Cheryl Thompson
ICU Recovery
Kristen Tomcic
6T Medical-Surgical
Ramsey Veitch
Diagnostic Radiology
Wallenstein Vidaure
Family Health Center
John Wargo
Security
Michelle Wendig
Business Development
Lynne Wetzel
Quality
Ladonna Williams-Wright
Nursing Administration
Sylvia Zavala
LVPG Reimbursement