Caught ON CAMERA!

EXCLUSIVE

WHO THEY'RE HANGIN' WITH, page 6
Inspiration Is Contagious—Pass It On
You hold the power to do your best and inspire others

Have you ever heard this quote? “Without inspiration, the best powers of the mind remain dormant. There is a fuel in us which needs to be ignited with sparks.” This quote reminds me that inspiration is what keeps us going. It motivates us to be our best.

People find inspiration in many ways. Some find it during a long run or bike ride. Others prefer the quiet sanctuary of the woods. In health care, we are often inspired by our patients and in the ways our colleagues care for them. And when we are satisfied by our work environment, we are more open to being inspired by our patients and colleagues.

In our recent employee satisfaction survey, 61 percent of our departments improved employee satisfaction by focusing on “the one thing”—one specific aspect of their work environment that needed attention (page 4). Since employee satisfaction is key to making our mission possible, I encourage all departments to engage the entire staff in determining how to improve our workplace.

While each department continues to focus on its “one thing,” we’re also doing things network-wide to aid in enhancing workplace satisfaction. For example, changes we made in human resources (HR) are helping us hire the best people, so you can work alongside the most talented, passionate colleagues. Plus, our HR consultants now have more time to focus on the issues you care about most (page 8). For example, instead of continuously recruiting people for a department experiencing high turnover, HR consultants now can explore why people are leaving in the first place. Plus, they are able to more closely monitor pay ranges to ensure we’re paying competitively.

Throughout this issue, you’ll see many other stories that will inspire you. The touching story of this month’s Service Star winner (page 11), and the drive of two sisters to bring smiles to our youngest patients (page 6) are sure to strike a chord.

To best care for our patients, you need to take charge of your own health. It’s why we offer our Culture of Wellness benefit, offering $700 per family annually you can use for programs that keep you fit, reduce stress and promote healthy living. The better you feel, the more inspired you’ll be to care for our community.

When you feel the warmth of inspiration, hold on to it. Use the feeling to spark the fuel behind your own actions, and inspire someone else. Inspiration is power—and you are an energy source.

Terry Capuano, RN
Chief Operating Officer

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Lehigh Valley Health Network
Remembering ‘Doc’
The legacy of Pocono Raceway owner Dr. Joseph Mattioli lives on

“Today, Lehigh Valley Health Network lost a true friend.” These words were spoken by our president and chief executive officer Ron Swinfard, MD, when he learned of the passing of Dr. Joseph Mattioli. The Pocono Raceway owner and supporter of our health network died on Jan. 26 at age 86.

A former dentist, Mattioli was best known by his nickname, Doc. He founded Pocono Raceway in the early 1960s—building it atop an old spinach farm—and quickly became one of the most respected men in racing. Under his leadership, the raceway grew to become one of the nation’s premier venues. Pocono Raceway has hosted 68 NASCAR Sprint Cup Series events and is the only remaining family owned and operated track on its schedule.

The only thing that paralleled Mattioli’s passion for racing was his commitment to improving the quality of life in northeastern Pennsylvania. He and his wife of 63 years, Rose, both came from modest families. In their youth, they vowed to give back to their community if they ever had the means. They followed through.

In 2010, the Mattiolis made an extremely generous $1 million gift to name our Mattioli Trauma Center. Their endowment perpetually supports trauma services, education and research. At an event to recognize their gift, Mattioli said, “We’ve been very fortunate over the years, and strongly believe in supporting things that are important to us.”

Our health network was important to Mattioli for two reasons. His good friend, NASCAR legend Bobby Allison, received care here for life-threatening injuries suffered in a 1988 crash at Pocono. Mattioli’s twin great-granddaughters received care in our neonatal intensive care unit when they were born prematurely weighing only 3 pounds. “We held one in each hand,” Mattioli said. “They spent the first months of their lives here, so this place is special to us.”

Special to our health network and community are the countless contributions Mattioli made. “He was larger than life—a unique and remarkable leader,” Swinfard says. “His legacy will live on through the Mattioli Trauma Center. Everyone who receives critical care there will know of his significant contribution to our community and of our ongoing gratitude for all he did.”

—Rick Martuscelli
Your feedback from the employee satisfaction resurvey is part of Mission Possible

“Think of many things, do only one.” Just as this English proverb reminds us to prioritize and concentrate on the task at hand, managers network-wide were asked last spring to choose “one thing” they could improve to make their departments an even better place to work. It’s a focused approach to change, and based on recent feedback from colleagues, it’s working.

The process began with the 2010 Employee Satisfaction Check-in Survey, a series of 15 questions on topics such as efficiency, communication, trust and cooperation. Based on survey responses, the 10 questions colleagues deemed most important were presented to managers as “areas of opportunity.” They selected a specific question—their “one thing”—and developed action plans to address it. To gauge the effectiveness of these plans, colleagues were resurveyed on their department’s question last November.

Here’s a summary of the results:

Greater participation—98 more departments participated in the resurvey than the first survey

Higher scores—61 percent of the departments that participated in both surveys raised the score on their “one thing”

The increased participation and improved scores are signs that our culture is transforming, says Debby Patrick, vice president of human resources. “It’s wonderful to see so many colleagues sharing their voice and working together to create change,” Patrick says. “As we learned in this year’s employee forums, conversations help us be at our best every day and continue to make our mission possible.” Employee satisfaction survey data, along with employee forum feedback, will be funneled into themes and discussed at a Summit on April 12. Soon, colleagues will be chosen from all departments to attend the Summit and participate in a discussion that will help formulate our fiscal year 2013 goals and strategic plan.

—Gerard Migliore
Here’s a closer look at two departments that showed considerable improvement on their “one thing.”

Department: Ambulatory surgery unit (ASU), Lehigh Valley Hospital–17th Street

One Thing: “There is cooperation between my department and other departments I work with.”

The ASU comprises six distinct units that serve patients: pre-admission testing, pre-operative staging, operating room, recovery, sterile processing and a short-stay hospital for overnight visits. To enhance teamwork among these units, director Kelli Brown created a “Challenges Council” that meets monthly to brainstorm solutions to issues of mutual concern. No managers are invited. Instead, the council consists of a registered nurse from each unit like (r-l) Carol Lacek, RN, Sandra Schmiedel, RN, Melanie D’Avanzo, RN, Denise Janis, RN, and Carol Saxman, RN, as well as representatives from the anesthesia and sterile processing departments like Kevin Nicgorski, CRNA. “I want to empower them to make improvements on their own,” Brown says. The meetings also allow members to hear new perspectives and better understand their colleagues’ role, D’Avanzo says. “It’s a chance to walk in each other’s shoes.”

Department: Emergency department (ED) registration, Lehigh Valley Hospital–Cedar Crest and Lehigh Valley Hospital–17th Street

One Thing: “My immediate manager/supervisor is available when my co-workers need to talk.”

After Jillian Balik became supervisor of ED registration in February 2011, her staff of 41 registrars quickly learned that she values open communication with her team. Choosing “one thing” gave her an opportunity to take this accessibility a step further, as she established formal “open-door hours” twice a month. The times vary to accommodate team members on all shifts. “No matter what’s going on, my team knows I’ll be in my office and available during the allotted time to discuss whatever’s on their mind,” she says. Balik also encourages staff to reach out to her between those formal hours whenever there’s a need. “She makes you feel like your concerns are her concerns,” says registrar Bonnie Shive. “It’s had a positive, motivating effect on all of us.”

Fiscal Year 2012
Second Quarter Results

Help us reach our goals!

You play a vital role in helping us meet our overall patient satisfaction and cost-per-case goals. If your hard work helps us meet these goals and our health network’s overall financial goals by the fourth quarter, you may be rewarded.

**OUR FY 12 GOALS**

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<th>Metric</th>
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<th>Target (Better)</th>
<th>Maximum (Best)</th>
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EXCLUSIVE

Our Connection TO THE STARS

TEENAGE SISTERS TEAM UP
to bring celebrities to our health network
Gabby says her sister, Brittney, does all the work. That may be true, but Gabby is the inspiration behind her older sister’s drive to succeed. Gabby and Brittney Flank of Nazareth are why celebrities like Miranda Cosgrove of iCarly fame have recently come to visit our youngest patients.

Gabby, 13, was diagnosed with acute lymphocytic leukemia in 2008. Following care at our health network, she’s in remission. “I spent a lot of time in the hospital and can tell you it gets boring really fast,” she says.

Brittney, 19, noticed Gabby would talk about stars on Nickelodeon and the Disney Channel like they were real-life friends. “It’s true,” Gabby admits. “You watch so much TV when you’re in the hospital that you start to feel connected to the people on it. You feel like you know them.”

This gave Brittney the idea to reach out to some of those television stars to see if they would like to visit kids in the hospital. “I was determined to make it happen,” Brittney says, “so I did research about stars that would be performing in the Lehigh Valley.”

“I invite people who understand that their visit means a lot to the kids in the hospital,” Brittney says. That’s where her research comes in. For example, she knew Nick Jonas has diabetes and that David Cook lost a brother after a long battle with cancer. Once she identifies stars to invite, she sends a few e-mails, makes a few phone calls and “voilà!”—the stars agree to visit.

She then notifies our child life specialist, Vanessa Gramm, who is an integral part of the process. “All the stars and their managers comment how well-orchestrated the events are,” Brittney says. “Vanessa and I are a team, and it would not be possible without her.”

Brittney makes it sound easy, but Gabby is quick to point out how hard her sister works to bring celebrities to our health network. “That’s the way Brittney is,” Gabby says. “She doesn’t stop trying until she succeeds.”

Both girls say the visits are totally rewarding. They tell tales of children getting out of wheelchairs for the first time in weeks just to have their photo taken with a favorite celebrity. They talk about boys and girls who ask nurses to do their hair for these special occasions. Most importantly, they talk about how the mood on the floor instantly changes when word gets out that someone special is coming. “Everyone gets excited,” Brittney says. “The patients, their parents—even the nurses are filled with excitement.”

As someone who knows what it’s like to be a patient, Gabby understands why the energy is contagious. “It makes you look at the hospital differently,” she says. “You don’t think about your surgeries or your medicine or how you feel. You think about how awesome it is that you’re going to meet this big star—and you wonder if maybe you’ll get to meet another star the next time you’re in the hospital.”

—Amy Koch
The Service You Deserve

New human resources efficiencies help create an even better place to work.

Our health network has more than 10,300 colleagues. They perform nearly 1,300 different jobs. We receive more than 45,000 job applications each year. That’s a lot to keep track of for colleagues in human resources (HR). Each day, however, there’s really only one thing they’re focused on—serving you.

“Our people are our most important priority,” says Julene Campion, HR’s director of talent acquisition. “When colleagues are happy, they give our patients the best possible care.”

To make our health network an even better place to work, HR is discovering new efficiencies driven by technology and encouraging more open and honest communication among colleagues. Here’s what HR is doing for you.

Finding the best and brightest colleagues

You want to work with people who are great at what they do and fit into our culture. Finding them is the focus of our five new recruitment specialists. Each one focuses on finding people for a specific job category: physician practices, nursing support, clerical, professional/technical and allied health professionals. Recruitment specialists help us fill positions more quickly and find people for difficult-to-fill positions. Because they’re experts at identifying applicants who are highly qualified and fit our culture, we reduce the significant costs associated with high turnover.

Recruitment specialists use technology to efficiently find the best people. A computer system ranks applicants based on answers they give to application questions about experience and qualifications. A report lists the applicants who rank highest, eliminating the need for us to evaluate each application, saving time and resources.

Once new colleagues are hired, they’re getting to work quicker. No longer do new hires have to attend a two-hour meeting to complete paperwork and receive information about their new job. Now they can do it online from home. Plus, Connections, our employee orientation program, is now held twice a month instead of once. The sooner new colleagues get to work, the sooner we take some of the burden off colleagues who have taken on extra work, and the better we can care for our community.
Spending more time with you

We have seven HR consultants. Each is assigned to an area of our health network. They ensure colleagues’ HR needs are met and departments are properly staffed. Previously, HR consultants spent half their time recruiting people to fill open positions. Now that we have recruitment specialists, they’re spending less time at their desk and more time in the departments they serve.

The benefits are numerous. Instead of continuously recruiting people for a department experiencing high turnover, HR consultants now can explore why people are leaving in the first place. Plus, they have time to talk to colleagues about their challenges and educate them about regulations and policies. “Spending time with colleagues, focusing on key HR issues and talking about how we can help colleagues be at their best are major parts of our transforming culture,” says Rhonda Beatty, director of employee relations.

Ensuring you’re paid competitively

Every job in our health network has a pay range. To determine pay ranges and ensure you’re paid competitively, we participate in health care and industry salary surveys and adjust our pay ranges accordingly. We’re now using a new system that allows us to monitor pay ranges more closely and identify changes more quickly. Armed with this information, we can budget for necessary pay increases to ensure our pay ranges are competitive with the market. “Providing a competitive pay and benefits program helps us recruit and retain the best and brightest people,” says David Burrack, director of compensation and benefits.

—Rick Martuscelli
## Important information for colleagues who access medical records

Every month, we add more than 2 million files to our electronic historic medical record (EHMR), the system we use to manage and save all official medical records. Currently, there are 204 million files saved in EHMR. Information services and health information management colleagues currently are transferring all those files into a new EHMR system. And beginning March 26, all colleagues will use the new system to access, add information to and save medical records.

Why do we need a new system? “It will create one place for us to store medical and administrative documents,” says Greg Burns, I/S lead subject matter expert. “It will improve efficiency and reduce costs.”

When the new system goes live, medical record “tasks” (items that require an action, such as workflow assignments, dictations, signatures and text editing) created in the current EHMR will not be moved to the new system. These tasks will still need to be completed in the current EHMR.

You’ll continue to access EHMR on your SSO toolbar.

### Old EHMR

The new system will have the same features and functionality as the current EHMR. It also will have some new features and a slightly different look. To help you understand how to use it, an educational program is available on The Learning Curve (TLC).

> ‒Rick Martuscelli

## You also can attend any of these EHMR educational sessions:

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<th>LVH–Muhlenberg</th>
<th>March 26 8-9 a.m. I/S Training Room</th>
<th>March 27 8-9 a.m. I/S Training Room</th>
<th>March 28 8-9 a.m. I/S Training Room</th>
<th>March 29 8-9 a.m. I/S Training Room</th>
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### Schedule is subject to change. Check the intranet (www.lvh.com) for updates.  

### New EHMR system goes live March 26, 2012.
Service Star of the Month:

FRANCES CARUANO, RN
Mental Health Clinic
Lehigh Valley Hospital–17th Street
Nominated by Ralph Erickson

As Frances Caruano, RN, and her family prepared to go out the night before Thanksgiving, they heard a loud crash in front of their house. To their surprise, a car had crashed in the front lawn. Pieces of the vehicle were strewn all over the yard, and the two men involved in the crash were badly injured.

After Caruano called 9-1-1, she rushed to the man with the most severe injuries. He was combative and incoherent, but Caruano did her best to immobilize him and keep his airway open. While caring for the man, she also calmed the other passenger and her neighbor, who was shaken up at the sight of the crash.

When EMTs and police arrived, Caruano continued to help. Throughout the night, she brought officers hot coffee and allowed them to warm up in her home while they conducted their investigation.

On Thanksgiving Day, some of the first responders returned to give Caruano and her family flowers as a token of their appreciation. Sadly, Caruano also learned that the severely injured man she cared for had passed away.

“Fran opened her home to all these people and stayed up with them the whole night,” says nominator Ralph Erickson. “Despite the bad news about the young man, and the severe lack of sleep, she managed to pull off a large Thanksgiving Day meal for her family. Those who work with Fran will tell you that this is the kind of thing she does every day.”

–Matthew Burns

Visit Mission Central at www.lvhn.org/conversations and click on “Discussion” to share and comment on colleagues’ stories of exceptional service.
**Listen to Your Heart**

HeartAware, a free, online heart risk assessment that helps people determine if they're at risk for heart disease, will be available to everyone in our community beginning March 1. Here's how HeartAware works. Each person who completes the 25-question assessment receives information to become more heart healthy. People found to be at risk for heart disease receive a voucher for a blood test. The test results are sent to our HeartAware nurse who discusses them with the participant. If it’s determined a participant has an elevated risk, he can see his primary care physician, or get an appointment with a HeartAware primary care physician or cardiologist.

Encourage your family and friends to take the test. You should take it too. HeartAware could save your life. Visit lvhn.org and click on the “Listen to Your Heart” graphic (shown above).

**Take the Pledge to Put Down Your Phone**

Distracted drivers cause crashes. That’s why we started the Stop Texting public awareness campaign in 2010. We never imagined our community would embrace the Stop Texting message as much as it did. Organizations such as The Morning Call have partnered with us so we can continue to spread the message. Now it’s your turn. Take the pledge to stop texting at mcall.com/stoptexting or at one of these events.

- March 14, LVH–17th Street
- March 15, LVH–Cedar Crest
- March 16, LVH–Muhlenberg

All events are 10 a.m.–2 p.m. outside the cafeteria.

**She’s an Advocate**

When her father was diagnosed with kidney cancer, Teresa Magnavita-Benner, an administrative secretary for Lehigh Valley Physicians Practice, and her sister knew where to take him for high-quality care. “We knew everything was going to be OK if he came here,” Magnavita-Benner says. “We didn’t have any doubts.” Although her father lives in northern Pennsylvania, the 500-mile round trip was worth it. Her father had his kidney successfully removed and is doing well. “Everybody who cared for him was so terrific,” Magnavita-Benner says. “I would come here even if I didn’t work here.”

**Are you an advocate for our health network?**

If so, call 484-884-0806 or e-mail Lauren_L_Fetterman@lvhn.org and share your story in CheckUp.

**The Buzz in Our Community**

- President and chief executive officer Ron Swinfard, MD, commented in The Morning Call and The Express-Times about the passing of Dr. Joseph “Doc” Martioli, who with his wife, Rose, made a $1 million gift to support services, programs and research in our Martioli Trauma Center.
- News organizations from Philadelphia to Pittsburgh reported that our “Miles of Smiles” mobile dental clinic was named a CITGO Fueling Good Fall 2011 winner for its work to provide free dental care for children in need.
- The Morning Call and The Express-Times reported that Lehigh Valley Cardiology Associates joined our health network and quoted Robert Biggs, DO, associate medical director of noninvasive cardiology.

–Matthew Burns
A Guide to Our Care

Healthy Mondays This Spring
As the region’s only National Cancer Institute–selected cancer center, we’re bringing exceptional cancer care to neighborhoods that need it most. This spring we’ll host four Healthy Mondays events at Lehigh Valley Hospital–17th Street’s Community Health and Wellness Center. Events will include free screenings, health education materials and prizes. Encourage your patients to register for one of these events by calling 610-402-CARE (2273). All events will take place from 3:30-6:30 p.m.
- March 12, Special focus: HIV
- April 16, Special focus: HPV/Cervical cancer
- May 21, Special focus: Asthma
- June 18, Special focus: Diabetes

Studying a Potential Heart Failure Treatment
We’re one of approximately 15 health care organizations nationwide involved in a study called Defeat-HF. The study will help determine if spinal cord stimulation can become another treatment option for the growing number of people with heart failure. Patients in the study will have a device similar to a pacemaker implanted in the abdomen. Thin wires connect the device to the spinal cord and deliver low-intensity electrical pulses. The study will examine whether or not this therapy improves heart failure symptoms like fatigue, shortness of breath and quality of life.

Area’s Only Pediatric Surgeons
William Hardin Jr., MD, Chris Chang, MD, and Anthony Georges, MD, are the only pediatric surgeons in our area. Working closely with our pediatric and pediatric subspecialty colleagues, and the region’s only pediatric anesthesiologists, they provide comprehensive care in the neonatal, pediatric and critical care units. They perform a variety of general and advanced surgical procedures, and now routinely use a minimally invasive approach for common pediatric surgical conditions so children recover faster with less scarring.

General Surgery Associates Joins LVPG
General Surgery Associates (GSA), located in the 1240 building at Lehigh Valley Hospital–Cedar Crest, has joined Lehigh Valley Physician Group. This practice has served the Lehigh Valley for more than 40 years. GSA specializes in general surgery such as advanced laparoscopy, appendix, breast, colon, gallbladder, gastrointestinal, hernia, metabolic and bariatric, oncology, and thyroid and endocrine. The physicians are Richard Boorse, MD, Scott Beman, MD, Daniel Harrison, DO, and Paul Cesanek, MD. They are all board-certified in surgery by the American Board of Surgery and are Fellows of the American College of Surgeons.

Comprehensive Spine Care
Back and neck pain can range from nagging and inconvenient to severe and debilitating. Our new Advanced Spine Center takes a comprehensive, team approach to diagnosing and treating this pain. Each case is reviewed by a physician team. Using test results, current symptoms and prior treatment history as a guide, the team develops personalized care plans that address each patient’s specific goals for treatment and recovery. Care is coordinated by a nurse navigator. Available services include diagnostic testing, physiatry (physical rehabilitation medicine), pain management, chiropractic care, physical therapy and surgery. To learn more, call 610-402-3300.
Get Active This Spring

• Register for the Lehigh Valley Health Network Marathon for Via
Sign up now for the marathon, half-marathon or team relay on Sept. 9, or the 5K walk on Sept. 8. All colleagues will receive a 15 percent registration discount. But, be one of the first 30 runners to call 610-402-CARE and receive free registration. Visit lvhn.org/marathon for race details.

• Get Out! Lehigh Valley
This healthy outdoor activity program is a partnership between our health network and the Wildlands Conservancy. The next event is March 31 at the Pool Wildlife Sanctuary. Visit GetOutLehighValley.org for information.

• March of Dimes March for Babies Walk
We work together with the March of Dimes to improve the health of mothers and babies, and are the presenting sponsor for this event on April 22 at Dorney Park. Visit marchforbabies.com for information.

Are You Planning Your Estate?
A thoughtful will is generally the centerpiece of an estate plan. By making a gift to Lehigh Valley Health Network your money will work for you during your lifetime and will create a legacy for our community in the future. To learn more, call Jane Wrisley in the planned giving office at 484-884-8759 or email giftplanning@lvh.com.

On a Billboard Near You
Tavershima Asom, CRNP of Pleasant Valley Family Practice, is featured on a billboard for Northampton Community College. A 2003 alumnus of the school, he was selected from more than 250 nominees as one of 12 alumni to represent the school in 2012. Several Lehigh Valley Health Network colleagues were nominated for this honor. They are Nancy Bauder, Charlotte Buckenmyer, Nora Cote, Kathleen Duckworth, Kim Handwerk Keller, Kathleen Handwerk Ruzicka, Jessica Jennings, Jennifer Lentz, Mary Lillman, Matthew Palka, Marilyn Rohrbach, Ted Smith and Toiya Tiscio.

Congratulations Graduates
More than 75 patients who completed type 2 diabetes education sessions were honored during a graduation ceremony at Lehigh Valley Hospital–17th Street. Two ceremonies were held, one in English and one in Spanish. Graduates benefited from the small class size, which helped patients like Carlos Amaro (right), shown with Community Health and Wellness Center medical director Edgardo Maldonado, MD, learn how to manage the disease and meet others who are doing the same.

Partnering for Seniors
We’re partnering with Keystone Villas at Fleetwood, a retirement community in Blandon, to provide on-site care for its residents. Family medicine doctors (l-r) Joselito Ouano, MD, and Roland Newman II, DO, of Blandon Medical Group helped dedicate a state-of-the-art medical office suite at Keystone Villas. They spoke to residents about the benefits of seeing a physician inside the facility, their goal of hosting wellness programs and educational presentations there in the future, and how rewarding it feels to care for and link residents to our health network.
Going the Distance

Our health network was recently named a winner in the Fall 2011 CITGO Fueling Good program. We were recognized for our ongoing efforts to provide dental care and education to less fortunate children through the “Miles of Smiles” mobile dental clinic. CITGO representative David Laughner (left) presented the $5,000 award to S. Clarke Woodruff, DMD, chair of our department of dental medicine. The money will be used to purchase fuel for the mobile dental clinic.

Donate That Dress

Buying the right dress and accessories can be one of the most fun—and expensive—parts of prom. With help from colleagues, Allentown School District students will be spared the expense. Molly Amil, a Kutztown University graduate student and niece of environmental health and safety director Don Hougendobler, organized a prom dress and accessories drive. Colleagues can donate gently used prom dresses, gowns and accessories—such as purses, shoes and jewelry—by dropping them off at the volunteer office of any of our three hospitals. Donations will be accepted Monday through Friday, March 1-30, 8 a.m.-3 p.m.

Partners in Prevention

Receiving a mammogram can be stressful for women with an intellectual disability. Consequently, administering the test can be difficult. That’s why Breast Health Services colleagues (l-r) Debra Keller, Marie Hrinkonich, Renae Stonehouse and Sharon Rabuck, RN, are partnering with the Eastern Pennsylvania Health Care Quality Unit, an organization that helps people who are intellectually disabled be healthy. They developed a program that had colleagues learn how to best care for these patients. During visits to Breast Health Services, patients met their mammographer, toured the facility, and learned about the importance of mammograms and how they’re performed to ease their fears.