A Home Away From Home

Step inside the Hackerman-Patz House, page 6
Because We Care

Take time to nurture yourself—not just your patients

Summer is my favorite time of year. I like to savor every balmy moment of it. One way I do that is by getting outside and plugging into the beautiful weather—even just sneaking outside a few minutes during the day is enough to make me feel recharged.

I think it’s important to take advantage of our outdoor spaces, like the new gardens with seating areas at Lehigh Valley Hospital–Muhlenberg (see page 8). There are similar areas at Lehigh Valley Hospital–17th Street and Lehigh Valley Health Network–Mack Boulevard.

We put them in so you can enjoy the serenity of nature and find a quiet space away from the hustle and bustle of our health network. We care about your happiness, and we hope the gardens can help recharge and inspire you too. For those of you at Cedar Crest, stay tuned. Your quiet garden space will be created in the spring.

Sometimes being in a calm space can help you mentally work out a problem. If there is something big bothering you at work—something the peace of a garden can’t resolve—you may want to consider talking to our new employee relations specialist (see page 11). Her sole focus is to meet and work with colleagues who have questions, concerns or requests regarding their work experience within the health network.

She spends her days counseling colleagues about the steps they can take to resolve the situation, either independently or with her assistance. We have this position in our health network because we feel it’s important for you to have a resource who can help you work through challenging situations.

Finally, to keep you healthy (and happy!) as summer draws to a close, I want to remind you to get your flu shot this fall. Seasonal influenza causes more than 200,000 hospitalizations and 24,000 deaths each year in the United States. Some are the result of hospital-associated infection. That’s why we’ve adopted a new flu shot policy (see page 3). We care about you, and we want you to stay healthy during flu season—and keep our patients healthy in the process.

Terry Capuano, R.N.
Chief Operating Officer
Preventing for Flu Season

A new policy will help keep you healthy, and our patients and visitors safe

No matter your role in our health network, we all share the same mission—to heal, comfort and care. To do your job to the best of your ability, you first have to take care of yourself. As flu season approaches, one of the best ways you can help our patients avoid influenza infection is to get a flu shot. It’s the right thing to do for you and the responsible thing to do to improve patient safety.

“Health care workers can and do pass on the flu to patients, visitors and colleagues,” says Carmine Pellosie, D.O., medical director of employee health services. Consider this. Lehigh County had 958 reported cases of influenza last influenza season, the third most in Pennsylvania. Northampton County wasn’t far behind. “We can turn those numbers around if all colleagues do their part and get a flu shot,” Pellosie says.

Last flu season, 81 percent of colleagues were vaccinated. However, about 1,300 colleagues were not. “That puts patients and guests at risk because influenza can be transmitted 24 hours before symptoms appear. Many health systems now require mandatory influenza vaccination or mask-wear if the vaccine is not received,” Pellosie says.

To help us achieve our goal of getting all colleagues vaccinated, a new policy will go into effect Sept. 15, 2011. Here are the key points:

- Colleagues are strongly encouraged, but not required, to get a flu shot.
- Colleagues who decline an influenza vaccine will be required to submit a formal declination, with a reason for the declination, by Dec. 1.
- Those who decline and have patient contact will be required to wear a surgical mask.
- If a colleague refuses to wear a mask, there will be a formal counseling process that can result in termination after three occurrences.
- Beginning Sept. 15, 2012, all colleagues who have patient contact will be required to receive the vaccine annually, unless exempt for medical or religious reasons.

So, do your part. Get a flu shot and help create a safer health network, a more confident workforce and a healthier community. To read the full policy and frequently asked questions, visit the "What’s New" section on the intranet ( lvh.com ).

–Matthew Burns

Do Your Part!
Get a flu shot and help create a healthier community.
You’re on a road trip, and you’re lost. You’re frantically trying to find your way. Your friend insists you stop for directions. You agree, but now you’re 30 minutes behind schedule. If only you’d have used a roadmap. You’d have known your route, been prepared for the next turn and avoided the anxiety.

Colleagues, patients and families on 5K and 6K are noticing similar benefits from our ROADMAP (Review of All Daily Medical Actions and Plans). It’s an easy-to-read fact sheet given to each patient daily containing information about his or her care. It includes names of caregivers, tests, procedures, medications and diet, and contains more information patients and families often ask about.

The ROADMAP pilot project is part of our patient-centered experience (PCE) initiative to enhance every patient and family member’s experience. Project co-leaders Kristina Holleran, R.N., and Jan Wilson, R.N., are excited that patients, families and colleagues are benefiting from this innovation. “We’re one of only a handful of hospital in the nation to do this,” Holleran says, “and we’ve received very positive feedback.”

Here’s what one nurse and patient like about using a ROADMAP.

A nurse’s perspective

“When the ROADMAP was introduced, I was apprehensive, as was most of the nursing staff. We thought the information in the ROADMAP would overwhelm patients and families, causing them to ask even more questions than they already do. However, the opposite happened.

“Previously, family members would ask which test their loved one was scheduled to receive or what medications were prescribed. Now they don’t have to because all that information is listed in the ROADMAP. Because I’m spending less time answering questions, I have more time to take care of my other responsibilities.

“What’s best about the ROADMAP is that it alleviates anxiety for patients and families. For example, some patients were surprised when they had to go for a test. The ROADMAP eliminates these and other surprises. In fact, many patients and families wait for the ROADMAP to arrive every morning and plan their day around the information it contains. It helps them become more involved in their care, which is great for everyone involved.”

-Alyssa Bruchko, R.N., 6K
A patient’s perspective

“I’m concerned about the medications I take. In the past, some medications made me confused or dizzy and caused me to fall. In fact, I’m hospitalized now because I fell. I like that the ROADMAP lists all the medications prescribed to me.

“When I first read my ROADMAP, I noticed I would be given a pain medication, if needed, that in the past caused me to experience side effects. It reminded me to tell my doctor about it and ask him if I could have a different pain medication if needed.

“I appreciate that the ROADMAP keeps members of my family informed. My son, who is a nurse, has been reviewing my medication list daily so he knows exactly what’s going on. It makes all of us feel more confident in the care I’m receiving.”

-Alice Donham, Germansville

Future stops on the ROADMAP

• Pilot units will monitor scores from the Press Ganey question, “Did nurses keep you informed?” to determine effectiveness.

• Content is being tweaked to make it even easier for patients and families to understand.

• A Spanish version is being developed.

• Will soon be rolled out to other medical-surgical units.

• New versions will be developed for specialty units.

• Project leaders will publish articles and make presentations to educate caregivers nationwide about the benefits.

–Rick Martuscelli

We reached our goals!

Congratulations. Thanks to your hard work, dedication and passion for better medicine we achieved our overall patient satisfaction and cost-per-case goals. Eligible colleagues will receive their Shared Success Plan (SSP) bonus in the Oct. 7 paycheck.

Fiscal Year 2011
Final Results

Patient Satisfaction

We exceeded our threshold (good) goal.

Cost Per Case

(lower is better)

We exceeded our maximum (best) goal.
Home Away From Home

The Hackerman-Patz House makes life a little easier when a loved one is in the hospital—and home is far away.

It’s convenient, affordable and a place where patients and families can rest in a welcoming, compassionate environment. It’s the Hackerman-Patz House, a new family lodging facility at Lehigh Valley Hospital–Cedar Crest. “We will do all we can to help our guests relax, renew and support each other,” says house supervisor Kimberly Thompson.

The house serves families of Lehigh Valley Health Network hospital inpatients, including:

- Families who live more than 30 miles away
- Patients who live more than 30 miles away and travel to our health network for ongoing outpatient appointments
- Local families who have a loved one admitted to any of our critical or intensive care facilities.

Construction was made possible by a generous $2 million gift from Willard Hackerman and his wife, Lillian Patz Hackerman, of Baltimore, MD. Nearly 500 colleagues got a firsthand look at the facility during a July 14 “Sneak Peek” tour. Here are some highlights.

Making connections

The Great Room’s expansive view and comfortable furniture make it an ideal place for guests to relax and support each other.

—Gerard Migliore
Keeping families close
The Hackerman-Patz House is located on a wooded lot opposite Lehigh Valley Hospital–Cedar Crest’s emergency department. With a nightly room rate of $35, it offers guests an alternative to an expensive hotel or daily trips to and from their distant home.

Warm welcome
The front desk/lobby area is the house resource hub. Staff is on-duty seven days a week to make sure guests have a safe, comfortable and restful stay.

A room of their own
The playroom features a play kitchen and other interactive toys to help engage children and spark their creativity.

Snack time
The kitchenette is designed for storing and reheating quick meals and snacks. Supplies like coffee and kitchen utensils are provided to make it easy for guests to grab a quick bite or beverage.

Comforts of home
The house features 20 guest rooms, available with either single or double beds. All include a private bath, flat-screen TV, safe and mini-fridge. Eight first-floor guest rooms are ADA-compliant for handicap accessibility.
Not-So-Secret Gardens

Colleagues and families escape to new outdoor gardens when they need a break

“It’s a nice place to just get away from it all.” “Sometimes you want a change of scenery—especially on a nice day.” That’s what colleagues are saying about the new garden seating area outside the cafeteria at Lehigh Valley Hospital–Muhlenberg.

This reaction is exactly what our senior leaders hoped for when they planned the new garden area. “We wanted to create outdoor areas that would help our colleagues get away from their work areas and enjoy the serenity of nature,” says Terry Capuano, R.N., our chief operating officer. “Gardens are proven to relieve stress and promote happiness, and that’s something we feel is important for our colleagues.”

While the focus is on colleagues, patients’ families find solace in these outdoor spaces too. “Having a loved one in the hospital is stressful,” says Jim Geiger, our senior vice president of operations. “It’s nice for families to have a place to go and get some fresh air.”

Colleagues and families alike have enjoyed the outdoor settings with picnic tables and park benches at the front and side of Lehigh Valley Hospital–17th Street for a few years now. Facilities and construction applied successful design elements from there when they planned the new outdoor spaces at Lehigh Valley Hospital–Muhlenberg. One such space is outside the cafeteria, the other is along the South Tower. A third space is planned for near the emergency department.

“We wanted to make the spaces inviting for people who want to use the outdoor seating,” says Gregory Marushak, a project manager in our facilities and construction department. “Plus, we wanted to create visual interest for people who work in areas that look out onto the gardens.” This was accomplished by a mix of wandering paths, shade trees, ornamental grasses, ground covers, and flowering perennial and annual plants. There are also American-made tables and ADA-accessible tables for seating.

Folks at Lehigh Valley Hospital–Cedar Crest can expect a garden area with outdoor seating in the spring. In the meantime, the healing garden behind the Kasych Family Pavilion can provide a quiet escape for colleagues and families.

—Amy Koch
If you’ve enjoyed the gardens here at work, you may consider creating one at home too. You don’t need much space, and planting just a few things can make a big impact. If you don’t have a yard, you can even create a healing garden using potted plants. Here are some options to consider that grow well in our region:

- Flowering perennial plants such as butterfly bush, black-eyed susan, salvia, hostas, catmint, roses and yucca
- Annual flowering plants like pansies, zinnia, marigolds, geraniums and impatiens
- Shade trees such as maple, sycamore, weeping willow, ginkgo and magnolia
- Ornamental grasses such as bluestem, switch grass, Indian grass, sedge and grama
- Ground covers like ivy, vinca, pachysandra, sedum, liriope and phlox
These boots are made for walking – And that’s just what information services support analysts Dawn Fabian (right) and Mihir Patel do to help Lehigh Valley Hospital–Muhlenberg colleagues overcome technical challenges.

Boots on the Ground is I/S’s latest brainchild. While it serves multiple functions, its primary objective is to assist colleagues with their various technical problems. “Our goal is to provide nurses, doctors and other Lehigh Valley Hospital–Muhlenberg colleagues with I/S analysts who can offer immediate help when problems arise,” says Boots on the Ground manager Lisa McCarty. “If they need technical assistance, we have people there who can help right away.”

The I/S colleagues who wear the boots are analysts Dawn Fabian and Mihir Patel. Whether they are upgrading systems with the latest version of Internet Explorer, helping with software issues, or fixing a computer glitch, they are always on their feet and providing assistance. “We take pride in helping to keep the health network running smoothly,” Patel says. “And if there is something we can’t fix, we notify someone back at headquarters who can.”

The quicker turnaround times and enhanced communication is due in large part to the relationships Fabian and Patel have developed with colleagues at Lehigh Valley Hospital–Muhlenberg. “We are on the floor all day interacting with the nurses and doctors,” says Fabian, “so developing a relationship with them was inevitable. They aren’t afraid to come to us with their technical problems, and we are always more than happy to help.”

Due to the initiative’s overwhelming success, I/S plans to expand Boots on the Ground to Lehigh Valley Hospital–Cedar Crest in the near future. Analysts like Fabian and Patel will hit the ground running to provide hands-on assistance to a larger number of colleagues and maintain high-quality patient care at our hospitals. They’ll not only be the boots of our health network, but also the eyes, ears and hands.

–Alex Onushco
That’s Susan Ockovic’s passion

Susan Ockovic wears many hats—she’s a listener, liaison, educator and more. As our new employee relations specialist in human resources, Ockovic facilitates communication among colleagues, and between colleagues and management within the health network.

In her role, Ockovic serves as a fair and neutral party when handling questions, concerns or requests. When colleagues have an employment-related concern, they can contact Ockovic for information and guidance. She advises colleagues about their options and educates them about policies and procedures.

“My job is about listening and then educating,” Ockovic says. “I explain to colleagues why a corrective action was taken and help them understand the policies behind it.” When assisting a colleague with a concern, she may speak to the other colleagues or managers involved. After reviewing the health network’s or departmental policies and any applicable laws, Ockovic suggests an appropriate course of action.

Although she works at Mack Boulevard, Ockovic often meets with colleagues at other health network locations to discuss their concerns. She is ready to listen without judgment. “I want people to know they have someone they can talk to,” she says. “They can talk confidentially with me without feeling it’ll be punitive.”

Ockovic aims to resolve employment-related issues internally at the lowest level. When that isn’t possible, Ockovic assists colleagues in navigating the official fair treatment process. “No one should ever feel lost,” she says. “They have someone to turn to.”

Serving 15 years as a human resources consultant, Ockovic was ready for the opportunity to take on new responsibilities. She has a master’s degree in human resources administration and especially enjoys the educational component of her new role. She keeps her pulse on colleague morale by sitting on the newly developed employee satisfaction improvement council and the reward and recognition committee.

She hopes she can make a difference. “I want to promote better relationships between colleagues and managers through communication and understanding,” she says. She hopes colleagues feel comfortable and safe coming to her for help. “No one should ever feel like they don’t have a voice,” she says.

—Lauren Fetterman
The Buzz

More Proof of Our Quality

The high quality of care we provide has been recognized by Highmark, one of the largest health insurers in the United States. We attained the maximum achievement level in the Highmark QualityBLUE Hospital Pay-for-Performance Program this past fiscal year. This program partners Highmark with its network hospitals to improve patient care and safety. Participating hospitals are scored on hospital efficiencies, infection prevention and process of care indicators. Lehigh Valley Hospital–Cedar Crest earned a total score of 94 percent and Lehigh Valley Hospital–Muhlenberg earned a total score of 95 percent on its selected indicators.

We’ve Gone Wi-Fi

As of mid-August, we’re offering wireless internet access (Wi-Fi) to patients and guests at all three of our hospitals. This gives them access to the Internet from a laptop, smart phone or other Wi-Fi-enabled device. To reduce web traffic and maintain connection speed, information services colleagues created a new network separate from the one used by colleagues. “We hope this new system will provide our patients and guests with an easier way to communicate and get information during their hospital stay,” says senior network analyst Jim Miller.

She’s an Advocate

While Alison Cushing, R.N., was working at the Bethlehem YMCA, a member suffered a major cardiac event. “I received basic life support certification through Lehigh Valley Health Network, so I knew what to do,” says Cushing, now a home care nurse. She used an automated external defibrillator (AED) donated by our health network to shock the man’s heart. “The health network enabled me to save a man’s life,” she says. Her experience inspired her to pursue a career in nursing. When she graduated in 2009, she didn’t want to work anywhere else. “I never hesitate to tell people about the way our health network affected my life,” Cushing says. “I believe in the care we provide.”

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

• The Express-Times, Bethlehem, Salisbury and South Whitehall editions of The Patch online, and a blog by The Morning Call reported that U.S. News & World Report named Lehigh Valley Hospital–Cedar Crest and Lehigh Valley Hospital–Muhlenberg as the two top hospitals in the region. U.S. News also cited Lehigh Valley Hospital–Cedar Crest among the top hospitals nationally for the 16th straight year, this time in diabetes and endocrinology, gastroenterology and geriatrics.

• Via videoconference, the Salisbury Patch covered the unveiling of the new Lehigh Valley Health Network Learning Center at the University of South Florida. Our president and CEO Ronald Swinfard, M.D., also spoke through videoconference.


• Pharmacy administrator Bob Begliomini was interviewed by 69 News (WFMZ-TV) about prescription drug shortages.

• A recent patient at Lehigh Valley Hospital–Cedar Crest wrote a letter to the editor for The Morning Call thanking emergency department, critical care and 7A colleagues for the care, compassion and courtesy they gave to her and her family during her stay.

• Nicole Hartman, R.N., nursing excellence specialist, blogs biweekly for the Salisbury Patch. Check it out at http://salisbury.patch.com/

—Matthew Burns
New Cardiologists Join Lehigh Valley Heart Specialists

Two new cardiologists are caring for our community as members of Lehigh Valley Heart Specialists. Nauman Islam, M.D., specializes in general cardiology, nuclear cardiology, echocardiography, heart failure and heart transplantation. William Strimel, D.O., specializes in general, preventive and diagnostic cardiology, including nuclear cardiology and echocardiography.

Getting Babies Here Safely

When a critically ill newborn or premature baby has to be transferred to our health network from another facility, our neonatal intensive care unit (NICU) ground transport team takes over. Specially educated nurses and respiratory therapists go to the referring hospital, prepare the infant for transport and provide care in the ambulance when bringing the child to our NICU. Once in the NICU, the infant receives care from a team that includes neonatologists, neonatal nurse practitioners, occupational and speech therapists, dietitians, respiratory therapists, pediatric surgeons and other pediatric specialists.

Primary Care Hours Available

Saturday hours are now offered at Muhlenberg Primary Care’s location in the Health Center at Bethlehem Township. The office is open 8 a.m. to 7 p.m. Monday through Friday, and 8 a.m. to noon on Saturday. The practice is currently accepting new patients and is a practice of Lehigh Valley Physician Group. Patients can choose from male or female M.D.s or D.O.s.

Attend the Senior Fall Expo

Encourage the seniors in your life to attend our Senior Fall Expo. The free event will be held on Monday, Sept. 19 from 10 a.m. to 2 p.m. at Lehigh Valley Hospital-Muhlenberg’s Frank Banko Educational Conference Center. Attendees will learn how to prevent traumatic injuries and live healthy. Free blood pressure, balance and other health screenings will be provided. To register, call 610-402-CARE.

A Team Approach to Breast Cancer

When you have cancer, it’s important to know you have options. Our multidisciplinary breast cancer team of breast surgeons, medical oncologists and radiation oncologists will help you determine the best course of care. A personal navigator will coordinate your visit, guide you through your options and provide you and your primary physician with a written recommendation for your treatment.
Lehigh Valley Health Network Leadership Center Opens

A ribbon-cutting ceremony was held at the University of South Florida in Tampa last month to unveil the newly renovated Lehigh Valley Health Network Leadership Center. The building, which will be used by students of the SELECT medical education program, is home to the latest technology and videoconferencing capabilities. It has space to accommodate large group learning and smaller classes. Ron Swinfard, M.D., our president and chief executive officer, participated in the ribbon-cutting via videoconference from Lehigh Valley Hospital–Cedar Crest.

WHAT'S HAPPENING

PRIDE in Our People

Don’t Text and Fly

You’re likely seeing our “Stop Texting” magnets on cars throughout the Lehigh Valley. But did you ever expect to see one on an airplane? Matt Morrow, a private pilot and friend of EMS liaison Shawn Silvoy, is bringing our message to the tarmac. Although the magnet isn’t powerful enough to withstand the winds of flight, at least our message is being shared with drivers—and pilots—at the airport hangar. You can share photos that show where you’re displaying your magnet. Use your home computer to visit facebook.com/lvhealthnetwork.

READ MORE PRIDE in Our People at lvhn.org/checkup.

Supporting Good Health

The Lehigh Valley Health Network Disease Management Program, created by Valley Preferred, has received two high-performance certifications from the National Committee for Quality Assurance (NCQA). The program, which received the program design and systems certifications, connects a Valley Preferred nurse coach, like Mable Humphrey, R.N., with eligible Choice Plus members to help them self-manage asthma, congestive heart failure, chronic obstructive pulmonary disease, coronary artery or vascular disease, diabetes, hypertension, high cholesterol and obesity. The coach answers questions, provides health education and recommends ways to help individuals manage their health. NCQA has reviewed and certified our health network’s program design and systems capabilities. For complete details on the scope of this review, visit lvhn.org.

Be Heart Healthy With HeartAware

If you’re at risk for heart disease, HeartAware will tell you. HeartAware is a new, free heart-health risk assessment available to all colleagues. It is sponsored by our Heart and Vascular Center, with participation from our divisions of internal medicine and family medicine. “Through HeartAware, we hope to identify people who don’t know they have cardiovascular disease, educate people and reduce the incidence of cardiovascular disease,” says cardiologist and medical director for HeartAware Andrew Sumner, M.D.

Beginning Sept. 1, you can visit the intranet (lvh.com), click on the HeartAware banner ad (shown at left) and complete the 25-question HeartAware assessment. Be one of the first 50 colleagues to complete the assessment and win a Sodexo gift card.

You’ll receive a customized report describing how to become more heart healthy. If the screening determines you’re at risk for heart disease, you’ll be offered a free appointment with a nurse. Your blood pressure and cholesterol will be checked, and you’ll receive additional information on how to control your risk factors. If the appointment determines you have an elevated risk for developing heart disease, you can see your primary care physician or get an appointment with a HeartAware primary care provider or cardiologist.

READ MORE Be Heart Healthy With HeartAware at lvhn.org/checkup.

This simple test could save your life.

Take the HeartAware heart risk assessment. It takes only 7 minutes.

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Schedule

For more details on classes (including times, locations and costs), call 610-402-CARE or visit lvhn.org/checkup.

Culture of Wellness
Sept. 6 and 27 — Adult Maternity Tour
Sept. 7 and 22 — Car Seat Check
Starting Sept. 8 — Preparing for Childbirth, Evening Series
Sept. 10 — Baby Care, One-Day Class
Sept. 10 and 11 — Preparing for Childbirth
Sept. 12, 19 and 26 — Morning Mom’s Weekly Gathering
Sept. 13 — CPR Family and Friends
Sept. 13 — Healthy Hands and Nails
Sept. 14 — Hassle Free Homework
Sept. 15 — Pregnancy 101
Sept. 17 — Breastfeeding Baby
Sept. 17 — Preparing for Childbirth, One-Day Class
Sept. 18 — Adult and Sibling Maternity Tour
Sept. 19 and 26 — Baby Care Series
Sept. 19 — “Secrets to a Stress-Free Morning” Parent Workshop

Healthy You

Program Packages
Cardio-Strength Group
Healthy Aging Group Fitness
Mind-Body Group Fitness
Specialty Group Fitness
Youth Fitness Group and Sports Performance

Community Research

Education Week
Sept. 22 — Free community outreach events
LWH-CC, Kasych, ECC 7, 1-3 p.m.
Light refreshments and dessert will be served.
LWH-CC, Kasych, ECC 7, 5:30 – 7:30 p.m.
Soup-and-sandwich dinner will be served.
Call 610-402-CARE to register.

VALIC Retirement Seminars
Sept. 20 — LWH-CC
Sept. 21 — LWH-M
Sept. 22 — LWH-17
Visit valic.com to register and enter one of the following codes:
LWH-CC seminar: LVHALL11AP
LWH-M seminar: LVBE11AJ
LWH-17 seminar: LVHALL11AM

Employee Discounts

In August and February, visit MP Nursing Apparel in Allentown or Bethlehem and receive 25 percent off regular priced clothes, shoes and hosiery in stock with your ID badge.

Recreation Committee Events

Nov. 11-16 — Disney World, Orlando, Fla.
Contact Nicole Maranki at 610-402-1421.
Visit the “LVH_Recreation_Comm” bulletin board for more details.
Dec. 10 — Harry Connick Jr. stars in a Broadway revival of “On a Clear Day You Can See Forever.” Bus trip information can be found on the “LVH_Recreation_Comm” bulletin board.

AIDET Encore

Nearly 80 percent of us (more than 8,000 colleagues) attended a 90-minute AIDET training workshop between April and June. We learned that AIDET is a simple communication tool we can use all the time, regardless of where we work. It connects us with others, helps them feel less anxious, improves care and raises satisfaction. If you were unable to attend or are newly hired, now is your chance to learn all about AIDET. For a limited time, sessions are being offered at sites network-wide. Register now through The Learning Curve (enter AIDET into the Catalogue Search Box for dates, times and locations). For an AIDET preview, visit lvhn.org/CheckUp and click “Reach Out and Reduce Anxiety.” Later this year, AIDET training will be added to Connections, our new hire orientation.

Service Star of the Month

Lisa Bauer, R.N., 6T
Nominated by Beth Kessler, R.N., and Megan Snyder, R.N.

Only hours after her patient was discharged from 6T, Lisa Bauer, R.N., received a phone call from the patient’s wife. Her husband began bleeding from his old intravenous (IV) line site, and they couldn’t stop the bleeding. Bauer calmed the family, instructed them how to stop the bleeding and told them to watch for symptoms that would warrant a return visit to the hospital.

After an hour, the patient’s wife called back to say the bleeding hadn’t stopped. Again, Bauer reassured the family, but did something more. After her shift, she visited the family in their home. She brought fresh dressings and supplies, assessed the IV site and redressed it. Even though it was late, she didn’t leave until the bleeding stopped, and the family was calm and reassured.

“It’s remarkable that Lisa worked a full 12-hour shift and then gladly volunteered to check on this patient in his home,” says 6T patient care coordinator Megan Snyder, R.N. “She even used her own supply of dressings to help him.”

—Matthew Burns

Congratulations to Award Nominees

Leslie Dennis, R.N., case management
Phyllis Kutzer, Helwig Health and Diabetes Center
Jennifer Lentz, R.N., ABC Family Pediatricians
Mark Knouse, M.D., Lehigh Valley Infectious Diseases Specialists
Jeanne Luke, R.N., Lehigh Valley Hospital-Cedar Crest perioperative services
Robert Clausnitzer, physical therapist, Lehigh Valley Hospital-Muhlenberg
Warren Stevens, medical records
Donna Stout, division of education
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Thomas Straubinger, TT medical/surgical unit

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.
* You don’t have to provide direct patient care to be a Service Star. All colleagues and teams can be nominated.

To nominate a star, go to the intranet at lvh.com. Go to the “Find Fast” box and click on Service Star Nomination.
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