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New Diagnostic Care Center Opens in Jaindl Family Pavilion

In mid-July, a number of hospital departments relocated to the Jaindl Family Pavilion as part of the new Diagnostic Care Center.

The relocated departments include:

- Health Network Laboratories
- Heart Station
- Neurophysiology Lab (EEG)
- Nuclear Medicine
- Pre-Admission Testing
- Pulmonary Lab
- Sleep Disorder Center

For future reference, telephone numbers and testing/treatment hours are provided below. Patients scheduled for testing in these departments should enter through the main entrance of the hospital and obtain directions to their testing/treatment area from the Information Desk in the main lobby. Assistance will be available for patients who have difficulty ambulating.

In addition, free valet parking is available for your patients.

(Continued on Page 2)
Changes in Physician Relations

Lori Wagner was recently appointed to the position of Physician Relations Representative. Prior to joining the Physician Relations team, Lori was a Provider Relations Representative for Valley Preferred since 1996. Prior to joining LVHHN, she worked in Provider Relations at Aetna. In addition, Lori brings to her new position four years of work experience in physician practices. Lori is located at 2166 S. 12th Street, 4th Floor, Allentown, PA 18103. Her phone number is (610) 402-9192.

Lori replaces Diane Zapach, who has accepted a position as Associate Director of the Center for Adoption Research & Policy with the University of Massachusetts Medical School in Worcester. Diane has been with LVHHN for eight years. Prior to joining Physician Relations two years ago, Diane worked in Development for both Lehigh Valley Hospital and the Burn Prevention Foundation.

New Medical Staff Directories Now Available

The latest edition of the Lehigh Valley Hospital Medical Staff Directory (including Muhlenberg Hospital Center) is now available. If you have not yet received your copy, please contact Janet M. Seifert in Physician Relations at (610) 402-8590.
Spirit of Women Awards

Do you know a special woman from the Lehigh Valley area who has made a significant contribution to our community -- a friend, relative, or colleague who has exemplified leadership, dedicated herself to a cause, or served as a role model? If so, she may be a perfect candidate for the 1999 Spirit of Women Awards.

These awards recognize the spirit of women in the Lehigh Valley and honor two candidates who have made significant contributions or strides in one of the three Spirit of Women achievement distinctions: Family/Neighborhood, Work and Health.

The outstanding candidates will be recognized at Spirit of Women 1999 on November 9 at the Holiday Inn, Fogelsville. Each honoree will receive a remembrance of her achievements. The winners will then participate in a national Spirit of Women award program.

For more information regarding the Spirit of Women Awards, please contact Women's Health Services at Lehigh Valley Hospital and Health Network at (610) 317-4977.

Volunteers Needed!

➢ Do you live successfully with a chronic illness?
➢ Do you have wisdom and experience to share with others?

If so, we are looking for you! Volunteer teachers are needed for the Chronic Disease Self-Management Program (see Pages 5 & 6 for more information). You don't need to be a professional instructor, just an experienced person interested in helping others better cope with a chronic condition.

For more information about teaching in this unique program, call Wendy Robb, Chronic Disease Coordinator, at (610) 402-5015.

Who's New

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Upcoming Educational Opportunities

To help your practice stay in touch with new and upcoming changes in healthcare, Lehigh Valley Physicians' Business Services, in conjunction with the Physician Relations Department of Lehigh Valley Hospital, is offering a collection of programs for physicians and office staff.

Documentation and Coding for Physicians/The Components of a Chart Audit will be presented on September 14 from 7 to 9 p.m., in Classroom 1 at Lehigh Valley Hospital, Cedar Crest & I-78, and on September 28 from 7 to 9 p.m., in the First Floor Conference Room at Muhlenberg Hospital Center.

Topics to be discussed include:
- Documentation rules
- Coding rules
- Chart audit samples

This course is designed specifically for physicians. The cost is $100 per physician. Refreshments will be served.

A Comprehensive Compliance Policy Course will be held on November 5 from 11 a.m. to 4 p.m. on the campus of Lehigh Valley Hospital, Cedar Crest & I-78.

Topics to be discussed include:
- What started the compliance uproar?
- Will Medicare audit private practices?
- Does employee training need to be formal?
- How detailed does a compliance policy have to be?
- How to maximize revenue while decreasing liability.
- How to communicate rule changes to your staff.
- Update job descriptions to include compliance requirements.
- Procedure for code changes.
- Goals of an audit.
- Cost of an audit.
- Procedure to correct coding errors.
- Customize your compliance policy, and take it with you in Microsoft Word on disk.

The cost of this program is $200 per participant, and $150 for each additional person from your practice. Lunch will be served.

For more information regarding any of these courses, please contact Lehigh Valley Physicians' Business Services at (610) 317-4440.

Muhlenberg Hospital Center
Summer Festival
August 25-28

Rides, crafts, food and free entertainment are waiting for you right on the hospital’s campus!

Fun rides that appeal to the child in all of us, ethnic and American foods, over 150 art and craft exhibitors, and free admission and parking make it a great place to spend an evening.

This year’s annual Children's Day, to be held August 28 from noon to 5 p.m., will include reduced ride rates, a pediatric relay, and activities and information regarding pediatric speech and development and future screening opportunities.

Organized and run by the hospital’s volunteers and auxiliaries, the MHC Summer Festival is one of Muhlenberg’s largest fund-raising activities. All monies raised are donated to the hospital’s Foundation for future expansion and renovation of the campus.
Chronic Disease Self-Management Program

The Chronic Disease Self-Management Program is a course given two and a half hours, once a week, for seven weeks, in community settings such as senior centers, churches, libraries, and hospitals. People with different chronic health problems attend the course together. Courses are facilitated by two trained leaders, one or both of whom are non-health professionals with a chronic disease themselves.

Subjects covered include:

- Techniques to deal with problems such as frustration, fatigue, pain and isolation
- Appropriate exercise for maintaining and improving strength, flexibility, and endurance
- Appropriate use of medications
- Communicating effectively with family, friends, and health professionals
- Nutrition
- Use of community resources


The Self-Management Course will not conflict with existing programs or treatment. It is designed to enhance regular treatment and disease-specific education such as Better Breathers, cardiac rehabilitation, or diabetes instruction. In addition, many people have more than one chronic condition. The program is especially helpful for these people, as it gives them the skills to coordinate all things needed to manage their health, as well as to help them keep active in their lives.

How was the Program developed?
The Division of Family and Community Medicine in the School of Medicine at Stanford University received a five year research grant from the federal Agency for Health Care Research and Policy and the State of California Tobacco Related Diseases Office. The purpose of the research was to develop and evaluate, through a randomized controlled trial, a community-based self-management program that assists people with chronic illness. The study was completed in 1996.
The research project had several investigators: Halsted Holman, MD, Stanford Professor of Medicine; Kate Lorig, DrPH, Stanford Associate Professor of Medicine; David Sobel, MD, Regional Director of Patient Education for the Northern California Kaiser Permanente Medical Care Program; Albert Bandura, PhD, Stanford Professor of Psychology; and Byron Brown, Jr, PhD, Stanford Professor of Health Research and Policy. The Program was written by Dr. Lorig, Virginia Gonzalez, MPH, and Diana Laurent, MPH, all of the Stanford Patient Education Research Center. Ms. Gonzalez and Ms. Laurent also served as integral members of the research team.

The process of the course was based on the experience of the investigators and others with self-efficacy, the confidence that one has that he or she can master a new skill or affect one's own health. The content of the course was the result of focus groups with people with chronic disease, in which the participants discussed which content areas were the most important for them.

How was the Program evaluated?
Over 1,200 people with heart disease, lung disease, stroke, or arthritis participated in a randomized, controlled test of the Program, and were followed for up to three years. Researchers looked for changes in many areas: health status (disability, social/role limitations, pain and physical discomfort, energy/fatigue, shortness of breath, psychological well-being/distress, depression, health distress, self-rated general health), health care utilization (visits to physicians, visits to emergency department, hospital stays, and nights in hospital), self-efficacy (confidence to perform self-management behaviors, confidence to manage disease in general, confidence to achieve outcomes), and self-management behaviors (exercise, cognitive symptom management, mental stress management/relaxation, use of community resources, communication with physician, and advance directives).

What were the results?
Subjects who took the Program, when compared to those who did not, demonstrated significant improvements in exercise, cognitive symptom management, communication with physicians, self-reported general health, health distress, fatigue, disability, and social/role activities limitations. They also spent fewer days in the hospital, and there was also a trend toward fewer outpatient visits and hospitalizations. These data yield a cost to savings ratio of approximately 10:1. Many of these results persist for as long as three years.

For more information related to outcomes, please refer to the following article: Lorig, KR, et al. (1999). Evidence Suggesting That a Chronic Disease Self-Management program Can Improve health Status While Reducing Hospitalization: A Randomized Trial, Medical Care, 37(1), 5-14.

For additional information, please contact Wendy Robb, Chronic Disease Coordinator, at 610-402-5015.
FOCUS

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FOCUS is published quarterly for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by October 15, 1999, to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556.

For more information, please call Janet at 402-8590.