Frances Worman, R.N., has had a healing connection here since the day she was born

From the day she was born at Allentown Hospital, Frances Worman, R.N., was touched by the healing spirit. Named after Frances Schaeffer, M.D., who delivered her in 1946, Worman grew up with the sights, sounds and smells of the hospital—first as a child, then as a candy-striper, a student nurse and finally, a nurse.

Through it all, the legendary Schaeffer family made a lasting imprint on young Frances. Her mother, Pauline, was a bookkeeper for both Robert “Dr. Bob” Schaeffer, M.D., chief of staff for 27 of his 57 years at the hospital, and his daughter, Frances, the first woman president of the medical staff. To little Frances, Dr. Frances Schaeffer was “bigger than life.” “It was quite something for a woman to be a doctor in the 1940s,” Worman says. “She had a commanding presence and demanded respect.”

Continued on page 3...
Our healing spirit drives all that we do—it is our legacy from 100 years ago, and it lives today in the remarkable stories of patient care.

At the deepest personal level, each of us has a need, a “hungry spirit” for something more... for a sense of meaning and purpose in our life. As caregivers, we find fulfillment through supporting and caring for our community.

We are blessed with the extraordinary opportunity to heal, and this allows us to embody our “healing spirit.” Our healing spirit drives all that we do—it is our legacy from 100 years ago, and it lives today in the remarkable stories of patient care.

You’ll find people who share this spirit in all corners and at every level at LVHHN—and among those many faces are our physicians. They share our hungry spirit for the healing spirit and are partners and leaders in our mission here. Our friends, family and neighbors are fortunate to have access to physicians in every field of medicine, physicians who care deeply about the quality of care in the Lehigh Valley.

In a time of challenge, our physicians remain committed to finding new and better ways of doing things and taking our healing spirit to a higher level. Physician passion is all around us as are the initiatives championed for our patients. They enthusiastically support Primum Non Nocere (First, Do No Harm) projects and computer-assisted physician order entry (CAPOE) for patient safety. They work closely and collaboratively with nurses, technicians and therapists, and create a culture of respect through their teamwork and support of colleague honors such as nursing Magnet designation. They choose strong medical staff leaders who exemplify the very best qualities of physicians, who stand for compassionate, empathetic and dignified care and have guided us successfully through our journey here—and that speaks volumes about the values our physicians hold dear.

Our most recent president, Ed Mullin, M.D., speaks from his heart about our staff and supports reforms to ensure the best doctors stay right here to care for the people they know in the Lehigh Valley—not because he is a doctor, but because he has been a patient here. “Let me assure you we have something very special in this hospital and our medical staff,” he told more than 200 colleagues and community members at our annual meeting earlier this month.

There is something very special about our healing spirit. We all know it and experience it every time we heal—every time we see a father spring back to health and back to his children after heart surgery, a mother recover from a brain tumor to see her son grow up, a child open his eyes for the first time after being traumatically injured in a car accident....

We have all been involved in remarkable stories like these, and we know that even the very best surgeon, therapist, nurse or chaplain can’t produce these great outcomes working alone. But we can feel fantastic that we all share a hungry spirit to make a difference, that we all want and need to be part of something bigger and extraordinary—and together, as a team with our physicians, we certainly are.

Lou Liebhaber, Chief Operating Officer
Then there was “Dr. Bob,” who removed little Frances’ tonsils and sent her home with instructions to eat lots of ice cream and Jello. Years later, Dr. Bob’s son, C.D. Schaeffer, M.D., joined the staff, “always whistling a tune in the hallways. The Schaeffers were always there, taking care of people,” Worman says.

Dr. C.D. Schaeffer even operated on Worman’s father, who was hospitalized for nearly seven weeks with a heart inflammation. Worman was in seventh grade and would sit for hours in the big stuffed leather chairs in the Allentown Hospital lobby, doing her homework. She remembers the hubbub of the page operators, the lights that went on and off recording physician comings and goings, the antiseptic smells of ointments and dressings, and the hospital insignia inlaid in the tile floor. “Everything looked so big, but people were so kind to me and it was like home,” she says.

Experiencing the healing spirit once again as a candy-striper inspired her to become a nurse and in 1964, she settled into a simple and cozy room in the Allentown Hospital School of Nursing. “Our refrigerator was the window sill,” she laughs. “I had a cake there once and it fell, breaking my mother’s favorite plate.”

Life as a student nurse was demanding with rules, regulations... and curfews. “On weekends, we made a mad dash to sign in before the grandfather clock would strike and signal our curfew,” she says. For the next three years, Worman divided her time between classroom studies and working on hospital units. Her favorite was W1 north, an all-male ward. It was a big, open room with beds in groups of six. Worman usually worked Christmas Day, but it was always a special time to be with the patients. Colleagues baked goodies and pushed tables together in a long row for a holiday feast.

Those memories are why Worman settled into a career here in 1967. Today, she is a “products nurse,” teaching staff about new products that will improve patient care. “I’m a lifer,” she says, her laugh echoing off the walls of the newly renovated lobby at LVH–17th and Chew. Then, as if to confirm that very sentiment, the old grandfather clock from the School of Nursing, chimes loud and clear. “I’ll turn into a pumpkin,” Worman says. “Got to go.”

Some things never change.

Elizabeth McDonald

SUPPORT OUR DOCTORS: Sign the malpractice reform petition to save your medical care

Pennsylvania is known for its history and beauty, and now for its soaring malpractice insurance rates. The history and natural wonders are worth bragging about. The malpractice crisis isn’t, but it’s worth talking about.

Medical staff president and urologist Ed Mullin, M.D., is talking—LVHHN’s premiums have risen from $3.5 million to $11.2 million during the last three years. It’s not, he says, just a physician problem. If unchecked, patients will have reduced access to care. “We see the impact in the Lehigh Valley now,” Mullin says. “It’s harder to recruit physicians, others have reduced services or are taking early retirement, and in some cases, we’re losing physicians to other states.”

Sign a petition for legislators in local physician offices, on LVHHN’s Intranet www.lvh.com and on www.keepdocsinthevalley.org through Dec. 31. “Now that governor-elect Ed Rendell is looking into this issue,” Mullin says, "it’s prime time for you, your friends and family to make your voices heard.”
Sheri Rush, director of web communications, eagerly awaited her test results. She already had a sinking feeling, remembering how the MRI technician’s demeanor went from chipper to awkward after her scan. Rush had been getting headaches for years, her vision had recently become blurry and now she was lactating, even though she wasn’t pregnant.

Something was definitely not right—but at 38, she wasn’t expecting the ride of her life. “Sheri, you have a meningioma, a usually benign type of brain tumor,” endocrinologist Larry Merkle, M.D., told her over the phone.

Without a moment to react, Rush heard a tiny gasp on the line. Her 6-year-old son, Tucker, had been listening. “I rushed to him and found him slumped on the floor,” she says. “Mommy, does it have tentacles?” he asked.

Rush had to keep it together... for her little boy, for her parents, her sisters, her job and her life. But you could say her tumor did have tentacles—it was pushing on her optic nerve and pituitary gland, and wrapping around her carotid artery, putting her at risk for a stroke. “Not operable,” the radiologist wrote on her MRI.

But this tumor had to come out—and neurosurgeon Mark Li, M.D., could do the job. When a patient’s brain was dangerously swelling, Li removed part of the skull and stored it in the patient’s abdomen for a month until the swelling was controlled. He saved another woman’s life by dramatically lowering her body temperature and stopping her heart to repair a massive aneurysm.

Now, Li was reassuring Rush and her very scared son that everything would be OK. And Rush felt ready—until her pre-op testing. “I freaked out,” she says. “I just wanted to grab onto life with both hands and not let it go.”

She would do just that on a trip to Disney World with Tucker. “My great fear is roller coasters, and my son wanted to ride them all,” she says. “I thought, ‘If I can face this thing growing in my head, I can ride any roller coaster.’ ”

Grasping onto the handle bars on Space Mountain, Rush keep thinking, “This won’t last forever.” By the time her son was cooer-sted-out, Rush’s mantra was, “Let’s take on the next one!” “That set my attitude for the journey I was facing,” she says. “The day of surgery was filled with love and laughter.”

She asked her anesthesiologist and nurse anesthetists to take an oath: “Have fun, have somebody stay by my side during surgery, and don’t bump that tray that holds my brain,” she laughs.
Four hours later, Rush awoke in the surgical intensive care unit. Her tumor was gone, her family was by her side, and the chaplain prayed with her. She was pleased they didn’t cut her hair and that her nurse woke her to watch “The Osbornes” as he had promised. On 6B, the nurses helped her shower and kept her company. The man who swept the floor always smiled and asked how she was feeling. And at post-op testing, she reunited with her favorite MRI technician who “gives injections that you can’t even feel.” “All those little things really matter,” she says. “I’m really proud to be part of this organization.”

Rush’s own healing spirit is strong. In her six weeks of recovery, she reconnected with herself and found a new love in making jewelry. She recently hosted a show for colleagues with her signature line, “Beaded.” There was an outpouring of support and lots of purchases. “It was overwhelming,” she says. “I never considered myself an artist.”

But her most special moment was last Mother’s Day, the day she promised her son she would be home. He served her breakfast in bed—jelly toast, water crackers, Teddy Grahams and orange juice. “Tucker is everything to me,” she says. “I thank God and everybody at LVHHN that I am able to experience great things and watch my son grow up."

Pamela Maurer

The Healing Spirit
Serving Our Community Through Outreach

The healing spirit fulfills our mission to heal, comfort and care for the people of our community every day. In fiscal year 2002, we committed time and space in our buildings to achieve that goal as well as nearly $40 million to community service and outreach. Here’s how:

• $21.6 million in direct patient care
• $12.6 million for professional and patient education
• $3.3 million for partnerships with local government, schools and others
• $2.3 million for community education and prevention

Ensuring a Caring Culture

As incoming medical staff president, Alexander Rae-Grant, M.D., focuses on excellence, service and delight.

Just before boarding a plane to a medical conference, Alexander Rae-Grant, M.D., saw a book that caught his eye: *The Art of Possibility* by Benjamin and Rosamund Stone Zander. "It focuses on ways to unleash people's capabilities by creating a nurturing environment," Rae-Grant says.

When the plane landed, Rae-Grant had read all 225 pages and saw a focus for his term as incoming LVH medical staff president. "Our job is to focus on positives and create an environment where all colleagues love to work," he says.

Rae-Grant knows about creating healing environments. As a neurologist, he connects with patients, asking about their hobbies and interests to learn more about the person's mind, body and spirit. He takes special care with multiple sclerosis patients and now heads the MS Center of the Lehigh Valley at LVH–Cedar Crest.

As medical staff president, Rae-Grant will focus on healing network-wide, emphasizing cultures of excellence, delight (as in "it's a delight to work at LVHHN") and patient service. Within each are clinical department goals: striving for *U.S. News and World Report* rankings, continuing CAPOE (computerized physician order entry) rollout and creating ideal patient experiences.

Each culture is backed by education, a hallmark of the medical staff leadership team called Troika. Its members—Rae-Grant, past-president and urologist Edward Mullin, M.D., and president-elect and pediatrician Donald Levick, M.D.—tap into each other's knowledge. Mullin, former president David Caccese, M.D., and medical staff services vice president John Hart mentored Rae-Grant for his current role. "There's a lot of on-the-job training," Rae-Grant says. "Ed Mullin set a nurturing tone, and having gifted leaders around you is a big plus."

During the next two years, Rae-Grant will continue many communication initiatives (biweekly e-mail notes to supplement Progress Notes, for example) that Mullin implemented. Mullin, meanwhile, will spearhead the drive for malpractice insurance reform (see page 3 for details). All the while, the team will mentor Levick. "It's an honor to advocate for both physicians and the community through health care's changing times," says Levick, who has worked with staff through CAPOE.

In 2005, Levick will be the first pediatrician to head the medical staff. Having physicians from three different disciplines on Troika is by design. "It's important we see medicine a little differently," Rae Grant says, "to best serve such a large (1,200 members) and diverse medical staff."

Kyle Hardner
Learning to Be a Better Teacher

It's Monday, and for Elliot J. Sussman, M.D., LVHHN's president and CEO, that means another welcome opportunity to connect with new employees at orientation. Sussman considers it a privilege to spend five hours each month "connecting" and "reconnecting" with new and long-time employees. It's all part of the teaching and learning that are embedded in the culture here and are critical in the physical and spiritual healing of our patients and their families.

Others are taking notice. On Nov. 11, Sussman accepted the position of chair-elect for the Council of Teaching Hospitals (COTH). In November 2003, he will become chair of this organization that comprises 400 major teaching hospitals and health systems throughout the nation. "I am very excited and honored to have this opportunity," Sussman says. "This recognition is a testament to the many innovative things done at LVHHN to provide better care for our patients and community."

The work of physicians using amazing techniques and technology to save lives, the efforts of nurses in providing care that warrants national Magnet recognition, and staff achievements and acknowledgments that show they are making a difference in our community all help to earn this honor, Sussman says.

In his new role, Sussman hopes to bring issues important to LVHHN—medical liability, patient safety and medical education—to a national scale. As chair-elect, he will advocate for all major academic medical centers. They are largely responsible for the majority of tertiary care, clinical research, and undergraduate and graduate medical education in the U.S., he says.

Sussman enjoys his role interacting with residents and students as a preceptor at the LVH-17th and Chew medical residency practice. His academic appointment at Penn State's College of Medicine is a reminder, he says, of how much more there is to know. "Good teachers are constantly learning," Sussman says.

For him, learning was fostered as a child when he went to the library every week with his mother and older sister to search for interesting books. His father, a professor of dentistry at New York University, also took him to lectures when he was in elementary school. Those experiences made him want to know more and taught him that there was always much more to learn. For Sussman and his colleagues at LVHHN, that learning continues every day. Research and education here are with one purpose—better patient care.

Elliot Sussman, M.D., hopes to learn more and share more in his new leadership role for the nation's teaching hospitals.

Education is a cornerstone of LVHHN's mission, shown in this display at LVH-Cedar Crest, Anderson Wing.

Teaching tomorrow's doctors.

LEHIGH VALLEY HOSPITAL AND HEALTH NETWORK

When it matters most.

This billboard on Route 22 reinforces LVHHN's teaching mission to our community.
Through his work and films, filmmaker Stephen Libby remains true to one vision, one mission.

Ever since he was a youngster, Stephen Libby loved a good story and the people who inhabited those stories. “I was always the kid with the camcorder taping at birthdays, holidays, special occasions,” he says. “It was a creative outlet for me.”

Years later, Libby’s passion for people and their stories hasn’t waned. If anything, it’s become stronger, fueled by his profession as a clinical social worker in the emergency department at LVH-Muhlenberg, and as a documentary filmmaker. “I don’t think of myself as a filmmaker so much as a storyteller,” Libby says. “And the stories I’m interested in telling are those of people’s lives.”

For Libby, the most compelling stories are about some of society’s most underserved and misunderstood people. His film company, One Vision, One Mission Productions, is dedicated to promoting awareness and tolerance, something he himself practices in his work every day.

It was in 1998, while working toward his master’s degree at Marywood University in Scranton, that Libby’s filmmaking began tackling weightier subjects. His first film on gay and lesbian culture in the Lehigh Valley originated as part of his thesis. A second documentary on the same subject followed, and then a third, HIV/AIDS: 20 Years Later.

The loss of several friends to AIDS gave Libby the impetus to choose this last subject. He also believes there is a growing indifference about the virus. “Sympathy has turned into empathy, empathy into apathy, and apathy is dangerous, that’s why education is crucial.”

Education, whether with his patients, his friends, fellow social workers and even strangers, remains a cornerstone of Libby’s personal ethos. He sees exciting outreach possibilities with his films teaching diversity in schools and in businesses. And last March, HIV/AIDS previewed at a National Association of Social Workers, Pennsylvania conference, where the film was praised for its honesty and integrity.

Libby is grateful for the support he receives from his colleagues at LVHHN, who attend his openings and fund-raisers, and encourage him in his work. “When I interviewed for the job here, I was asked about my goals,” Libby says. “I told them I wanted to be a director. I don’t think they ever got that answer before.” Libby has it all in perfect focus.

Lenora Dannelke
Sometimes he’s speaking to an older woman about home care needs. Other times he’s reassuring a patient facing nursing home placement, or addressing the needs of an out-of-town family looking for the best long-term care for a loved one.

He’s always on the go, but LVH-Muhlenberg case manager Gregg Block takes extra time to offer comfort and connect with his patients. Those patients cherish his care and return to tell him about it.

One such patient, John Maul, 48, of Allentown, was facing a 10 percent chance of walking again. After Maul’s discharge from LVH-Muhlenberg, Block convinced Maul to continue his rehabilitation at Manor Care, where he learned to walk anew. He’s now living on his own, driving a car and caring for himself.

“Gregg made phone calls for me, helped me fill out paperwork and encouraged me,” Maul says. “He was my guardian angel.”

Michele Peters, whose father needed hospital care, wrote a letter to spotlight Block. “I know my father’s care was paramount in (Gregg’s) decision making,” Peters wrote.

The accolades are no surprise to Block’s colleague, Jen Timar, R.N. “His care is a perfect example of how PRIDE creates positive patient outcomes,” she says.

Congratulations to December’s Service Star Award nominees:

Wound Healing Center Staff, LVH-Muhlenberg
Nominated by Ginger Halko, R.N., Wound Healing Center director
Carolyn Suess, R.N., I/S CAPOE team
Nominated by Kim Szep, R.N., I/S CAPOE team
Sherry Jacob, Coffee Wagon, Jaindl Pavilion, LVH-Cedar Crest
Nominated by Nancy Eckert, R.N., research specialist, neurosciences

How Working Wonders Adds Up

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<th>Idea</th>
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<td>James Ezrow, manager, psychiatric social work, LVH-Muhlenberg and Jay Needle, manager, Health Spectrum Pharmacy, LVH-Muhlenberg</td>
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Have an Idea?
Submit it via e-mail’s bulletin board at Forms rewards. Right click to “use form.”

They've Got the Blues
LVH-Muhlenberg ED celebrity chefs (l-r) Jean Losagio, R.N., Brian Nester, D.O., and Brian Melito, M.D. helped raise $323 for an employee in need at the 2nd Annual Blueberry Pancake Bake-Off. The LVH-Muhlenberg Auxiliary also sold baked goods.

Mother-Baby Outreach Is Tops
Outreach worker Stephanie Jay, Center for Women’s Medicine, ensures Elba Castro’s “Baby Bucks” go a long way for little Giovanni at the annual Baby Bazaar. Staff received the annual Reaching Out Award from the Pennsylvania Department of Health for community outreach.

United Way Exceeds Goal
LVHN United Way co-chairs Betty Anton and Don “Groovy” Hauenschilder reported employee pledges for the 2002 campaign topped $285,000, exceeding LVHN’s goal by nearly $3,200 and helping LVHN earn the United Way’s Heritage Award for increased support.

Reuniting With the Best
Former MICU patient Phil Majerich, Janice Conrad, R.N. (left), and Lori Snyder, R.N., celebrate MICU’s designation as one of the “Top 11” best practices in the U.S. at a reception in the John and Dorothy Morgan Center.

Easing the Burden of MS
Research specialist and nine-year employee Nancy Eckert, R.N., is a key resource at the new MS Center of the Lehigh Valley, where patients connect with physicians and the latest medical information. The center’s resource room bears Eckert’s name “in appreciation of her wonderful contributions,” says neurologist Alexander Rae-Grant, M.D.

A Clear View
David Salatino, R.N., prepares for his next patient in LVH-Cedar Crest’s new cardiac catheterization lab with new remarkable technology that supplies 10 times the image clarity. The lab is one reason why Solutions ranked LVH among the top 100 cardiac hospitals nationwide.

Internship Program Graduates 16
Matt Feller, R.N., was among 16 recent graduates of Lehigh Valley Hospital and Health Network’s critical care internship program. Feller is now full-time in the emergency department at LVH-Cedar Crest.

Poster Places First
Diabetes educator Joyce Najarian, R.N. (left), and patient care coordinator Kim Bartman, R.N., won first prize at the Academy of Medical-Surgical Nurses’ national convention in Arlington, Va., for a poster on improving blood sugar management. LVHN nurses presented eight posters and won two awards—Sue Grace, R.N., and Deb Lowry, R.N., were also winners.