Coming together at diabetes camp.
Christopher Billman, of Allentown, (also on our cover) got some tips on his insulin pump from counselor Ellen Cooper, R.N. The Helwig Health and Diabetes Center's Camp Red Jacket gives young people with diabetes the chance to learn, practice healthy eating and share fellowship.

Kyle Keech, of Morgantown, ate a piece of vanilla cake (his favorite) in celebration of his 14th birthday. It was the latest milestone on a remarkable road to healing following a near-fatal car accident. Just days after his birthday, he stood up out of his wheelchair and made his way across the kitchen.

The Keech family (l-r): mother Kim, Tori, Kyle, Jackie and father Steve.
Every year, you sense a special spirit at work throughout Lehigh Valley Hospital...

You can feel it in a nurse's tender touch, hear it in a therapist's words of encouragement, see it in a patient's smile. Journey with us, in these pages, through some of the highlights and "healing moments" of the past year.

The first 'MI Alert' patient got speedy care at Lehigh Valley Hospital—Muhlenburg. Under this new system—involving Brian Nester, D.O., and his emergency team, the cardiologists and cath labs—the heart attack victim received life-saving angioplasty within 65 minutes of entering the emergency department. MI Alert originated at Lehigh Valley Hospital—Cedar Crest.
When you turn to Lehigh Valley Hospital, whether it's for emergency care or an exercise class, you bring more than a physical need. You bring the complex person that is you. And what you need from us is more than a medical procedure, an operation or a test. 

You need healing in the broadest sense.

Why? Because you, like all human beings, are imbued with a hungry spirit. Beyond food and shelter and useful work, even beyond the love and support of family and friends, we all seek a sense of meaning in our lives...the opportunity to make the most of ourselves by finding a purpose bigger than ourselves.

At Lehigh Valley Hospital, we recognize the hungry spirit. We, too, are on a journey for meaning and purpose, and our meaning comes from supporting and caring for you. Doing this work from our hearts, as all of us do, we embody what we call the healing spirit.

You'll find people with this spirit in every corner of Lehigh Valley Hospital and Health Network. Nurses, physicians, therapists, maintenance staff, fitness specialists, volunteers, technicians...their faces are the faces of healing.

Marvin L. Woodall
Chairman, Board of Trustees

Elliot J. Sussman, M.D.
President and Chief Executive Officer
Andy Seipel became the first open heart surgery patient at Lehigh Valley Hospital—Muhlenberg. ICU nurse Russell Sutton, R.N. (left), helped care for him after his triple bypass. Seipel, a Bethlehem truck driver, was already familiar with the hospital from delivering steel to the campus for various building projects.

Heart

We're expanding to give you even better cardiac care

Heart disease is the number-one killer of American men and women, and it's been a major focus for Lehigh Valley Hospital. U.S. News & World Report ranked us among America's Best Hospitals in 2002 for cardiology and cardiac surgery. Now, we're taking our renowned program to an even higher level with major expansion projects at both Lehigh Valley Hospital—Cedar Crest and Lehigh Valley Hospital—Muhlenberg.

At Cedar Crest this year, we opened new progressive and acute coronary units. When completed, The Regional Heart Center there will be one-third larger. At Lehigh Valley Hospital—Muhlenberg, we began offering open heart surgery and opened a cardiac cath lab with the world's most advanced all-digital imaging system. It produces images 10 times clearer than older systems.

To ensure that heart patients feel well-cared-for at every stage, our staff created a treatment and follow-up.

Continued on page 5

Howard Drinkwater stepped into the debris of Ground Zero at the start of an 11-hour shift with the U.S. Army Reserve. Drinkwater, an information systems analyst, was one of the many Lehigh Valley Hospital employees who responded with their hands and hearts to the Sept. 11 tragedies.
Intensive care nurses ran through a final drill to ensure the “ideal patient experience” when Lehigh Valley Hospital—Muhlenberg started open heart surgery in June. RNs (l-r) Rita Bendekovits and Kim Badillo played the roles of family and patient, and Mary Rehm and Mary Boyle played the nursing roles.
sequence called the "ideal patient experience." Patients and their families tell us they appreciate this effort. We also developed "MI Alert," a protocol for heart attack victims to help ensure they receive angioplasty within the critical first 90 minutes. This is a national standard few hospitals can meet, and we actually do better than the standard.

It's been an active year in cardiac research. In one exciting study, our researchers are using an experimental gene therapy to explore the possibility of helping the heart grow new blood vessels to boost circulation and ease the pain of angina. In another, we're studying drug-coated stents to prevent arteries from reblocking after angioplasty.

Of course, our most important job as a heart hospital is to prevent heart disease. We offer dozens of education and prevention programs—fitness and nutrition classes, lectures, cholesterol and blood pressure screenings, and special programs like the 2002 Spirit of Women conference, Heart of a Woman. In the years to come, we'll keep doing our utmost to help you and your family live a heart-healthy lifestyle.
Receptionist Patricia Rodriguez welcomed visitor Anna Matok of Allentown to the new diagnostic care center at Lehigh Valley Hospital—17th and Chew. The hospital’s original site in downtown Allentown has been newly refurbished as a hub for wellness.

Wellness
Our first facility is newly revitalized for you.

It’s been an exciting year for Lehigh Valley Hospital—17th and Chew. With nearly $25 million in enhancements, we’ve revitalized and renewed the facility where our heritage began, more than 100 years ago.

The project includes a bright new lobby, food court, play area, gift shop and one-stop diagnostic care center, all on street level. Historic murals and displays create an appealing blend of old and new, a place where the healing spirit is tangible.

There are areas and programs for those with special needs—for example, a brand-new, comfortably furnished outpatient mental health clinic for uninsured and underinsured members of our community.

One of the highlights of the renovation is the Center for Healthy Aging. Here, older adults can visit the doctor, stop by the Health Library and Learning Center, take an exercise class, connect with community agencies, and attend presentations like “Turning Memories Into Memoirs.” The Center for Healthy Aging is a place to stay fit, healthy and connected, for people of all ages.

If you haven’t visited Lehigh Valley Hospital—17th and Chew lately, drop by soon for a look!

Needy children got hats and gloves donated by emergency department employees at Lehigh Valley Hospital—17th and Chew. On this 18-degree morning, they were helping to keep their community warm.
In this year's Community Service Report, we explore the healing spirit that pervades Lehigh Valley Hospital and Health Network.

It's easy to see this spirit in the work of nurses, doctors and others who provide hands-on care. As you will read in the following pages, however, they are not the only members of our team who demonstrate the healing spirit day by day. Here in the hospital or out in the community, our researchers, project managers, information specialists—indeed, employees from all corners of our system are making life brighter for you and your neighbors.

What does the healing spirit mean to our team? It means sharing a dream, a vision of a healthier community. It means building a culture of trust among all the people we come in contact with. It means never being content with "good enough."

That is the spirit we seek out when there's a position to fill at Lehigh Valley Hospital. That is the way we take care of our patients, make use of our resources and reach out to our community, now and in the future.
Community service has been part of the mission of Lehigh Valley Health Network since our founding in 1899. Our goal is to enhance the health and well-being of the community, with particular efforts to help those who need special assistance. In fiscal year 2002 (July 1, 2001 through June 30, 2002), we contributed a total of $39,967,975, including $3,303,451 for partnerships with local government, schools and others, $21,671,227 for the direct care of patients, $2,366,765 for community education and prevention, and $12,626,532 for professional and patient education. In addition to these financial commitments, we donated space in our buildings, equipment, and the time and expertise of our physicians and staff. These “in-kind” contributions include involvement in dozens of health-related events and activities by community groups.

Eighth-grader Amanda Sell tried the new parallel bars at Northern Lehigh Middle School, watched by teacher Jason Reinhard. The fitness equipment, installed through a partnership of the school district, MESH (Measurable Enhancement of the Status of Health) and Health and Community Service Task Force members, helps area youngsters take charge of their wellness. Looking on are Dale Breyfogle (l) and Linda Faust of MESH.
Our Commitments to the Community

**DIRECT PATIENT CARE**
1. Bad debt $7,007,862
2. Medical assistance shortfall 6,008,702
3. Uncompensated charity care 5,275,595
4. Clinic subsidy 2,138,451
5. Medicare/Blue Cross Special Care shortfall 750,124
6. Mental health/mental retardation programs 296,341
7. Pharmaceuticals for discharged patients 131,076
8. Patient representatives and interpreting service 70,803
9. Transitional care 2,471
**TOTAL** $21,671,227

**COMMUNITY PARTNERSHIPS AND SUPPORT**
1. Value of volunteer assistance $2,499,237
2. Value of local partnerships 646,514
3. Local contributions 157,200
**TOTAL** $3,303,451

Sources and Uses of Revenue

**Sources of Revenue Analysis**

<table>
<thead>
<tr>
<th>Source of Revenue</th>
<th>Actual FYE 06/30/02</th>
<th>% of Total Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net patient service revenue</td>
<td>$584,749</td>
<td>94.1%</td>
</tr>
<tr>
<td>Other operating revenue</td>
<td>26,903</td>
<td>4.3%</td>
</tr>
<tr>
<td>Investment earnings (realized)</td>
<td>9,622</td>
<td>1.6%</td>
</tr>
<tr>
<td><strong>Total Sources of Revenue</strong></td>
<td>$621,280</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

**Net patient service revenue**

- **Investment earnings (realized)**
- **Other operating revenue**
- **Net patient service revenue**
**Analysis**

**Uses of Revenue Analysis**

<table>
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<th>Uses of Revenue Analysis</th>
<th>Actual FYE 06/30/02</th>
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<tr>
<td>Salaries, wages and employee benefits</td>
<td>$303,012</td>
<td>48.8%</td>
</tr>
<tr>
<td>Supplies, purchased services and other expenses</td>
<td>210,068</td>
<td>33.8%</td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>40,032</td>
<td>6.4%</td>
</tr>
<tr>
<td>Interest</td>
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<td>2.3%</td>
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<td>Provision for new programs, facilities and equipment replacement</td>
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<td><strong>Total Uses of Revenue</strong></td>
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<td><strong>100.0%</strong></td>
</tr>
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**PROFESSIONAL AND PATIENT EDUCATION**

1. Medical education $8,289,683
2. Nursing education $3,891,281
3. Emergency education $296,499
4. Patient education and publications $129,357
5. Clinical education $19,712

**TOTAL** $12,626,532

**COMMUNITY EDUCATION AND PREVENTION**

1. Community health education publications $627,368
2. Office of Community Health $454,243
3. Materials to promote health-related activities $340,729
4. Pastoral care $317,135
5. School health $168,909
6. John and Dorothy Morgan Cancer Center $123,241
7. Physician referral and health information line $98,736
8. Health promotion and disease prevention $93,442
9. Helwig Health and Diabetes Center education and outreach programs $51,983
10. AIDS Activities Office $42,480
11. Communities In Schools $37,597
12. Coalition for a Smoke-Free Valley $10,000

**TOTAL** $2,366,765

**Analysis**

**Uses of Revenue Analysis**

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### Lehigh Valley Health Network

**COMBINED STATEMENTS OF FINANCIAL POSITION** *(In Thousands)*

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<thead>
<tr>
<th>ASSETS</th>
<th>2002</th>
<th>2001</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$24,461</td>
<td>$22,117</td>
</tr>
<tr>
<td>Patient accounts receivable, net of estimated uncollectible accounts (2002—$7,970, 2001—$11,137)</td>
<td>91,430</td>
<td>88,383</td>
</tr>
<tr>
<td>Prepaids, inventories and other current assets</td>
<td>24,376</td>
<td>20,869</td>
</tr>
<tr>
<td>Assets whose use is limited or restricted—current portion</td>
<td>13,589</td>
<td>11,275</td>
</tr>
<tr>
<td>Net current assets of discontinued operation</td>
<td>7,233</td>
<td>5,473</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>161,089</td>
<td>148,987</td>
</tr>
<tr>
<td><strong>Noncurrent assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assets whose use is limited or restricted:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assets limited by board for capital improvements</td>
<td>213,839</td>
<td>194,122</td>
</tr>
<tr>
<td>Assets limited by management</td>
<td>13,303</td>
<td>12,068</td>
</tr>
<tr>
<td>Assets limited under bond indenture agreements—held by trustee</td>
<td>19,195</td>
<td>1,535</td>
</tr>
<tr>
<td>Assets limited under workers' compensation and malpractice arrangements—held by trustee</td>
<td>4,754</td>
<td>2,337</td>
</tr>
<tr>
<td>Assets limited to fund deferred compensation and other liabilities</td>
<td>16,205</td>
<td>16,663</td>
</tr>
<tr>
<td>Assets restricted by donors</td>
<td>69,886</td>
<td>68,269</td>
</tr>
<tr>
<td>Property and equipment, net</td>
<td>335,679</td>
<td>319,982</td>
</tr>
<tr>
<td>Investments</td>
<td>8,928</td>
<td>9,524</td>
</tr>
<tr>
<td>Deferred financing costs, net and other noncurrent assets</td>
<td>12,851</td>
<td>10,317</td>
</tr>
<tr>
<td>Net noncurrent assets of discontinued operation</td>
<td>0</td>
<td>2,332</td>
</tr>
<tr>
<td><strong>Total noncurrent assets</strong></td>
<td>694,641</td>
<td>637,199</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>$855,730</td>
<td>$786,086</td>
</tr>
</tbody>
</table>

| LIABILITIES AND NET ASSETS | | |
| **Current liabilities** | | |
| Accounts payable | $21,597 | $16,234 |
| Accrual for estimated third-party payer settlements | 19,540 | 9,408 |
| Accrued compensation | 19,750 | 17,494 |
| Other accrued expenses | 21,689 | 16,286 |
| Current portion of long-term debt | 5,722 | 5,038 |
| **Total current liabilities** | 88,296 | 64,350 |
| **Noncurrent liabilities** | | |
| Long-term debt, net of current portion | 317,120 | 289,427 |
| Negative goodwill, net | 10,760 | 11,064 |
| Deferred compensation and other liabilities funded with matching assets | 16,205 | 16,663 |
| Pension, insurance and other noncurrent liabilities | 64,748 | 53,286 |
| **Total noncurrent liabilities** | 408,833 | 370,420 |
| **Total liabilities** | 497,119 | 434,770 |
| **Net assets** | | |
| Unrestricted | 287,725 | 282,027 |
| Temporarily restricted | 17,701 | 18,849 |
| Permanently restricted | 53,185 | 50,440 |
| **Total net assets** | 358,611 | 361,316 |
| **Total liabilities and net assets** | $855,730 | $786,086 |
COMBINED REVENUE SOURCES AND USES
June 30, 2002 and 2001

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<td>Investment earnings (realized)</td>
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<td>19,679</td>
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<td><strong>Total</strong></td>
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**September 18, 2002**—Researchers completed the pilot-phase study of an interactive computer program that helps women evaluate their breast cancer risk. It's a cooperative research project with Penn State College of Medicine through Lehigh Valley Hospital's Breast Health Services.

**November 15, 2002**—More than 100 Lehigh Valley-area Students Against Destructive Decisions (SADD) members met at Saucon Valley High School. There, they joined local legislators and law-enforcement officials in a Youth Congress funded through Communities that Care, a substance abuse prevention program managed by the ALERT partnership and the City of Bethlehem.
Lehigh Valley Health Network
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Edward O'Dea—Assistant Treasurer
Glenn Guarnovelsky—Assistant Secretary

March 11, 2002

Berks county residents have
greater access to MedEvac
with the extension of the
helicopter service to a permanent
base in Reading. All three MedEvac
helicopters transported 1,338
seriously ill or injured people.
Lehigh Valley Health Network

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Past President, Medical Staff

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Physician in Chief, Cancer Services

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Chairperson, Department of Surgery

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Lehigh Valley Health Network

Senior Management Council
Major building plans are in the works at our Bethlehem campus

The Regional Heart Center is only part of the transformation taking place at Lehigh Valley Hospital—Muhlenberg. In fall 2002, we unveiled plans for a new seven-story building that will meet the growing demand for hospital care in Northampton County and surrounding areas. In this building you'll find heart services, a new intensive care unit, diagnostic care center, entrance, lobby and cafeteria. There also will be added parking, all private rooms and the potential to increase our bed count to meet the community's growing needs.

The new building combines the comfort of red brick with the high-tech look of exposed steel beams. It's being designed by the internationally acclaimed firm of Venturi, Scott Brown & Associates and nationally recognized health care architect Freeman White. Groundbreaking takes place this spring, and construction should be complete two years later in spring of 2005.

If you live in Bethlehem or Northampton County, you know that our Muhlenberg campus has seen many exciting additions in recent years—including a new Behavioral Health Science Center and The Children's Hospital of Philadelphia Specialty Care Center of the Lehigh Valley. This new project is the latest in our ongoing effort to bring you the highest level of health care, right in your own community.
Nancy Eckert of Allentown paid a visit to a special person—hospice nurse Alyssa Byrd, R.N., who cared tenderly for Eckert's mother, Alma. Eckert (right), a nurse herself, was singing a favorite hymn to Alma when she died.
Ketty Floyd, R.N., joined the Lehigh Valley Hospital nursing staff during a very exciting week—the hospital announced its Magnet status, a mark of national nursing excellence. Floyd, caring here for Arthur Miller of Kutztown, said, “Nurses here are willing to help and teach one another. That teamwork gives us more time and confidence to focus on what matters most—our patients.”

Caring
Our nursing team earns highest honors

If you or someone you love has spent time in Lehigh Valley Hospital, you know our nurses are very special people. Now, the whole country knows it. This year, after a rigorous review process, we earned the title “Magnet hospital” from the American Nurses Association. We were the first full-service Magnet hospital in the state and one of only 60 or so (less than 1 percent of all hospitals) in the country.

The honor confirms that we are a national leader, a “magnet” of attraction for nurses who want to work in a progressive and welcoming place. It recognizes our nurses’ involvement in care design, education and research. It tells you the quality of hands-on care you’ll get here is first-rate. It’s the reason that, in a time of national nursing shortages, our retention rate consistently exceeds national standards.

But the most important quality our nurses bring to their patients is one they share with the whole Lehigh Valley Hospital team—the kind of humanity that makes them go far beyond the call of duty, again and again and again. This is the healing spirit. It makes our community a better place to live, and it’s part of our promise to you, now and in the years to come.

Michael Drexinger-Aboulhouda, Allentown, saw his 2-month-old sister, Catharine, for the first time, in the neonatal intensive care unit. It was Michael’s seventh birthday. Today’s technology and physicians make it possible for infants like Catharine, born at 1 pound, 10 ounces, to survive.
We're reaching out to you and your neighbors

The healing spirit at Lehigh Valley Hospital grows out of a dream... a vision for a healthier community. That vision isn't just about buildings and programs. It's also about getting out into the community with health promotion and education programs to help you and your neighbors.

Our Helwig Health and Diabetes Center has a new program to help children with type 1 diabetes. We're teaching them to use the insulin pump, a device that delivers insulin at a continuous, pre-programmed rate. That spares children from getting injections and allows them to be more active. Ours is the largest pump-training program in the region and one of the largest in the country.

Among our other programs for children and teens is the Pediatric Health Center at downtown Allentown's Central Elementary School. For

The healing spirit in the community—(l-r), Elizabeth Lamm of Schnecksville with her insulin pump, Lemuel Shambry of Allentown at Central Elementary, and Muhlenberg College student Peggy Paul tutoring Angela Rinker of Allentown through Communities In Schools.
more than 12 years, this clinic has been a place where parents and youngsters feel comfortable bringing their health questions and concerns.

We’re also active with Communities In Schools, the alternative-education program that helps keep at-risk students in school. We provide classroom space for 150 Allen High School students (up from 50 last year), and several of our hospital employees are tutors and mentors to these students—a prime example of the healing spirit making a difference in someone’s life.

Our specially educated nurses make a difference for another group in need of support. Any day or night, a SAFE nurse (Sexual Assault Forensic Examiner) is available in the emergency department to provide care and give emotional support to sexual abuse victims age 12 and older.

This year we’ve been able to use funds from the tobacco settlement, in combination with The Dorothy Rider Pool Health Care Trust, to expand our programming in smoking cessation. We’re counseling heart patients and others now; in the future we plan to offer in-person and telephone counseling to smokers in the broader community.
Community service has been part of the mission of Lehigh Valley Health Network since our founding in 1899. Each year, we invest thousands of hours and millions of dollars in the health and well-being of the people of our community, especially those in need. Here are the details for fiscal year 2002 (July 1, 2001-June 30, 2002).

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Education and Prevention</strong></td>
<td><strong>$2,366,765</strong></td>
</tr>
<tr>
<td>These activities include classes and lectures, screenings, health fairs, publications like <em>Healthy You</em>, school health programs, and sponsorship for such groups as Communities In Schools, AIDS Activities Office and Women's Health Services.</td>
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| **Direct Patient Care**                                   | **$21,671,227** |
| Our hospital subsidizes many clinics and other health care programs for low-income citizens and families. We also provide nearly $5.3 million in charity care for people outside the private or public insurance safety net. And we absorb a total of more than $15 million in bad debt and Medicare/Medicaid “shortfalls”—the difference between what these programs reimburse us and the actual cost of care. |

| **Community Partnerships and Support**                    | **$3,303,451** |
| Each year Lehigh Valley Hospital contributes major funding and volunteer assistance to a number of community groups, including schools, local government programs and firefighters. |

| **Professional and Patient Education**                    | **$12,626,532** |
| Educating our patients is a major responsibility, especially with today's shorter hospital stays. We also operate a large number of professional education programs for medical students, medical residents, nurses, therapists, emergency workers and others. |

<table>
<thead>
<tr>
<th><strong>Community Service TOTAL</strong></th>
<th><strong>$39,967,975</strong></th>
</tr>
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</table>
This year, Lehigh Valley Hospital earned a record number of honors and awards. We view these as indicators of the quality of our physicians and staff, of whom we are very proud; and of the quality of service we will continue to bring to our patients and community.

- America's Best Hospitals 2002 for cardiology and cardiac surgery (U.S. News & World Report)
- Magnet designation for nursing excellence (American Nurses Association)
- One of 11 hospitals nationally profiled as role models for innovation and high quality of intensive care (National Coalition on Health Care, Institute for Healthcare Improvement)
- 100 Top Cardiovascular Hospitals 2002 (Solucient)
- National Respiratory Achievement Award 2002 (Advance Magazine)
- One of three hospitals in Pennsylvania accredited in nuclear medicine (American College of Radiology)
- Only hospital to win a 2002 Governor's Award for Environmental Excellence (Commonwealth of Pennsylvania)
- One of four trauma centers in Pennsylvania accredited as a Regional Resource Trauma Center with additional qualifications in Pediatric Trauma

Surgeon Robert Murphy, M.D., and his team reattached Sean McHugh's hand. The eight-hour procedure was a regional first. McHugh, of Allentown, was injured in a circular saw accident and was back to work by Sept. 23.
Heart disease prevention—it's for women as well as men! That was the message at this year's Spirit of Women conference, where Deb Harner of Perkiomenville was a speaker. After open heart surgery at age 38, she's raising other women's awareness of heart disease risk factors, symptoms—and the lifestyle choices that will help keep them heart-healthy. (Harner is shown here with fellow members of a support group for open heart surgery patients.)