

CheckUp

this month

5

Perinatal Partnership Shows Strong Results for Low-Income Women, Newborns in the Lehigh Valley

HEALTHIER BABIES HAVE BEEN BORN IN THE LEHIGH VALLEY SINCE 1991 BECAUSE OF A NATIONALLY RECOGNIZED COMMUNITY partnership established by Lehigh Valley Hospital and Health Network. This innovative approach to prenatal care recently earned the program national recognition.

The Perinatal Partnership was created to reduce infant mortality by developing an easily accessible, comprehensive managed care program for low-income pregnant women. Through the Partnership's efforts, more low-income women in the Lehigh Valley receive prenatal care than ever before, and the rate of premature births, Cesarean sections and low birth-weight babies has decreased.

The Partnership was one of six programs nationwide to receive the Monroe E. Trout Cares Award, which recognizes forward-thinking programs for the medically disadvantaged.

"The Perinatal Partnership is unique in that it extends health care beyond the hospital walls by linking Lehigh Valley Hospital with community resources," said Joan Linnander, R.N., program director. "The program also is the first of its kind in Pennsylvania to draw from public and private funding sources, demonstrating how the two sectors can work together to improve the delivery of health and social services to the low-income population."

Healthy Beginnings Plus, a state-funded prenatal program for low-income women, provides the regular medical care for the Partnership. Much of the Partnership's success, however, comes from increasing the women's access to prenatal care by breaking down language and transportation barriers through the use of bilingual community outreach workers, a satellite clinic, and free van service to the hospital for medical care.

"No one approach works for every population," said James Balducci, M.D., medical director of the Perinatal Partnership. "This array of services allows us to choose what is appropriate to meet each woman's unique needs."

Since its inception, the Perinatal Partnership has served more than 2,300 low-income women. Nearly 80 percent of its clients are single, divorced or separated, and many have no health care coverage. A four-year study completed in 1995 by the Perinatal Partnership reported encouraging results:

- Pre-term births among low-income women at Lehigh Valley Hospital dropped to 6.1 percent; the

Please turn to page 2



Lehigh Valley Hospital and Health Network recently expanded the services offered at Casa Guadalupe (shown in photo), a member of the Perinatal Partnership. Pediatric and gynecologic services have been added at the community center, where hospital staff have provided prenatal and routine obstetrics care since 1994.

Patient Satisfaction Scores Rise Again

LEHIGH VALLEY HOSPITAL'S PRESS, GANEY RATING ROSE DRAMATICALLY IN THE FIRST QUARTER OF THE YEAR, INDICATING A trend in increased patient satisfaction.

The overall score for inpatient services provided from January through March increased to 83.6 out of a possible 100. This rating is the highest the hospital has received since 1994. The previous report, for the period October through December 1995, gave LVH 82.3.

Lou Liebhaber, chief operating officer, called the results "very positive news. This is a direct tribute to the efforts of the hospital staff."

The Press, Ganey rating is obtained from the results of a patient satisfaction survey mailed to every patient discharged from LVH. The questionnaire asks recipients to rate the hospital in 11 categories. More than 2,000 surveys were completed and returned during the first quarter of the year.

The most improvement during the first quarter was in the cleanliness of patient rooms and bathrooms, and the care provided by nursing. The October through December report gave "Room/Accommodations" a

77.1, which rose to 79.7 between January and the end of March.

The "Nursing Rating" category rose to 89, compared to 87.3 in the previous quarter.

"Nurses' consideration as an individual" improved more than any other item under this heading, rising to 90.7 from a previous 88.9. Other areas of improvement included nurse promptness and nurses' attention to special needs.

Former patients also indicated a greater likelihood to recommend LVH to others, with a score of 89.2 compared to 86 in the previous report.

According to Mary Kinneman, senior vice president, patient care services, improved patient satisfaction is evidence of the staff's commitment to the hospital's patient centered care (PCC) behaviors. "Although PCC has been officially implemented on only seven of our units to date, the increase in patient satisfaction shows that all units are aware of what is important to patients and have begun to introduce the seven dimensions of care." ■

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Education

Organizational Development Information

CPR Certification

CPR certification will be held in two parts, and attendance is required at both. Part I will be held July 9, 9 a.m. to noon, in Room 900, School of Nursing, 17th & Chew. Part II will be held July 16, 9 a.m. to noon, same location.

To register, complete and return the appropriate form located in the monthly OD calendar outside Room 900, School of Nursing, 17th & Chew, or outside the AV Services area, Cedar Crest & I-78, or call ext. 3053.

CPR Recertification

CPR recertification will be held in the 24-hour period beginning at 10 a.m. on May 29 at Cedar Crest & I-78, Nursing Learning Lab, second floor, General Services Building.

Symposium Series—The Center for Educational Development and Support

The Center for Educational Development and Support has announced the next topics of the regional symposium series held in the auditorium at Cedar Crest & I-78. For more information or to register, call ext. 1210.

Recent Developments in Managed Care Delivery Systems will be held June 1.

The Fourth Annual Obstetrics and Gynecology Joseph A. Miller Resident Research Day will be held June 7. ■

Please plan to attend an upcoming employee forum.

The work force expense reduction decisions will be discussed at these meetings, hosted by senior management.

See page 4 for the list of employee forums.

Perinatal Partnership

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national average is 9 percent.

- Low birth-weight babies among these women decreased to 5.3 percent; the national average is 7.1 percent.

- Cesarean sections (a key indicator of birth-related complications) decreased to 11.5 percent; the national average is 15 percent.

- Low-income women who sought prenatal care during the critical first trimester of pregnancy increased to 70 percent from 57.5 percent in 1991. The figure jumped to 93 percent if the woman had contact with a Perinatal Partnership outreach worker.

- Low-income women returning for a postpartum (after childbirth) appointment rose to 73.3 percent, up from 47 percent.

As a comprehensive, managed care program, the Perinatal Partnership takes responsibility for every health care aspect for the mother and child. Even after the birth, the program links each mother and newborn to a "medical home"—a convenient hospital or clinic for ongoing care.

"This is the direction our country is heading and the Perinatal Partnership is a national model of how to do it well," Balducci said. "It gives infants a healthier start and reduces health care costs by preventing more serious health problems later on."

Partnership at Work

The success of the Perinatal Partnership is a result of collaboration within Lehigh Valley Hospital and Health Network and among many community partners.

LVHVN Partners

- ob/gyn
- pediatrics and NICU
- medical records
- public affairs
- finance
- security
- engineering
- psychiatry
- family practice
- community health

Funding Partners

- Howard Heinz Endowment
- Pew Charitable Trust
- Dorothy Rider Pool Health Care Trust
- Pennsylvania Departments of Welfare and Health
- Kiwanis Divison 18
- Lehigh Valley Chapter March of Dimes

Community Partners

- Casa Guadalupe
- Pathways
- Turning Point
- Sixth Street Shelter
- Salvation Army
- Lehigh County Children and Youth Services

Secretarial Liaison Committee Slates Seminars

The secretarial liaison committee (SLC) sponsored a seminar on coaching, team-building and communication during National Secretary's Week, and displayed secretarial history, including vintage equipment, shorthand/office procedure books and historical photos.

The SLC plans to sponsor mini-seminars throughout the year on topics designed to enhance skills. The committee is open to suggestions. Seminars will be announced via e-mail. ■



Secretarial seminar speaker **Ralpha Senderowitz** (center) discusses the changing role of secretaries with members of the secretarial liaison committee:

(l-r) **Lisa Fusselman, Rhonda Knittle, Deb Bower, Maryann Freer, committee chair, and Cathy Glenn.**

Friends of Nursing Honors Winners

Nearly 60 Lehigh Valley Hospital and Health Network employees received Friends of Nursing awards at the annual nursing gala on May 2. The awards are given to recognize and reward excellence in patient care, research, education and administration. In addition to honoring nurses, Friends of Nursing has expanded to recognize all patient care team members.

Candidates for Friends of Nursing awards are nominated by their colleagues, patients or their family members. A panel of peers and a community member selects recipients based on a nomination statement, two letters of support and a personal interview.

Friends of Nursing is a philanthropic foundation established in 1984 to recognize and promote excellence in nursing practice, nursing education and nursing research, and to enhance the image of nursing. All Friends of Nursing awards are donated by patients and families, community members, nurses, physicians and other health care professionals. To enhance these contributions, the nursing staff sponsors fund-raising activities throughout the year.

Following are the 1996 award winners:

- **Ellen Fairchild**, outpatient pediatrics
Lehigh Valley Physician Group Award for Excellence in the Delivery of Ambulatory Care
- **Janis Croisette**, burn center
The Plastic Surgeons Professional Group, Inc. Award for Excellence in Burn or Plastic Surgery Nursing
- **Rose Marie Hartner**, hospice
Award For Excellence in Cancer Nursing
- **Kim Fenstermacher**, acute coronary care unit
- **Karen Jones**, open heart unit
- **Patricia Kurtz**, progressive coronary care unit
*Cardiovascular Nursing Awards**
- **Mary Jane Sollenberger**, 7A
Michael L. Holben Award for Excellence in the Care of Dialysis Patients
- **Janice Blaker**, GI lab
William F. Ibric, Jr. & Elizabeth A. Ibric Digestive Sciences Award
- **Debra Fegely**, emergency department
Nancy Stevens Emergency Nursing Award
- **Kerry Kennedy**, float pool
Joseph & Judith Kaminski Award for Excellence as a Float Nurse
- **Marla Gieringer**, home care
Alma W. Holland Award for Excellence in Home Care Nursing
- **Jennifer McCardle**, hospice
Lehigh Valley Hospice Nursing Award
- **Vicki Trexler**, medical/surgical intensive care unit
Pulmonary Associates Award for Excellence in Intensive Care Nursing
- **Michelle Brader**, 4A
Dr. & Mrs. Donald H. Gaylor Medical-Surgical Nursing Award
- **Terry Berger**, adolescent psychiatry
Mental Health Technician Award
- **Kathleen Cochrane**, NICU
- **Cathy Kistler**, NICU
Mr. & Mrs. Abram Samuels Awards for Neonatal Intensive Care Nursing
- **Jane Dilliard**, CNS
The David A. Tilly, M.D. Award for Excellence in Neuroscience Nursing
- **Shirley Wagner**, pediatrics
Award for Excellence in Nursing Education



- **Julia Gogle**, labor & delivery
- **Susan Lorah**, labor & delivery
Dr. & Mrs. Joseph Miller OB/GYN Nursing Award
- **Joanne Bodder**, 5C
Lehigh Valley Orthopedics Award for Excellence in Orthopedic Nursing
- **Mary Lou Patari**, pediatrics
M.G. Asnani, M.D. Award for Excellence in Pediatric Nursing
- **Marlene Frassinelli**, OR
Dr. & Mrs. Joseph Prorok Award for Excellence in Perioperative Nursing
- **Dorothy McGinley**, cluster K
Allentown Anesthesia Associates, Inc. Post-Anesthesia Care Nursing Award
- **Teri Lippowitsch-Vogel**, shock trauma unit
- **Amy Snyder**, transitional trauma unit
- **Jerry Stoudt**, shock trauma unit
Professional Nurse Trauma Awards
- **Sherrie Hummel**, adolescent psychiatry
Psychiatric Nursing Award
- **Roberta Hower**, special care unit
The Gina & Craig Reckard Award for Excellence in Renal Transplant Nursing
- **Larry Mann**, respiratory therapy
Trauma Team Member (non-R.N.) Award
- **Alice Madden**, vascular lab
Dr. Gary & Dorothy Nicholas Award for Excellence in Vascular Nursing
- **Kathleen Adams**, emergency department
- **Beth Ann Kretzman**, outpatient pediatrics
The Medical Staff Administrative Partner/ Unit Clerk Awards

- **Keturah Fritz**, respiratory therapy
- **Hugh Vrablic**, respiratory therapy
Janine Fiesta Ancillary Services Team Member Award
- **Susan DeSanto**, nursing administration
Fleming Community Service Award
- **Regina Hesch**, outpatient pediatrics
- **Naomi Soloman**, 7A
Licensed Practical Nurse Awards
- **Sue Dreher**, pediatrics
- **Paulette Kennedy**, progressive coronary care unit
Fleming Nursing Caring Awards
- **Sue Jones**, outpatient pediatrics
Fleming Nursing Innovation Award
- **Jane Borbe**, 4A/4C
- **Bonnie Kosman**, hospice
Kinneman Leadership Award
- **Mary Gail Smith**, acute coronary care unit
Fleming Nursing Performance Improvement Award
- **Mary Ann Bailey**, special care unit
- **Vicki Geiger**, mother/baby unit
- **Judy Madus**, shock trauma unit
Medical Staff Nursing Practice Awards
- **Karen Juszcuk**, 7B
Nursing Administrators' Award for Outstanding Nurse receptor
- **Kim Sterk**, Helwig Diabetes Center
Nursing Research Award
- **Sherry Haas**, professional development
The Medical Staff Patient Care Services Team Member Award
- **Team 3**, 7A
The Senior Management Council Patient Centered Care Team Award
- **Susan Wallaesa**, dialysis
Josephine Ritz Award for Excellence in Patient & Family Teaching
- **Daisy Cruz**, pediatrics
- **Carol Hosfeld**, 7A
The Medical Staff Support Partner Awards
- **Martin Bright**, 7B
- **Shannon Snyder-Dewit**, hospice
The Medical Staff Technical Partner (non-L.P.N.)/ NTA/Nursing Assistant/Medical Assistant Awards

(NOTE: Patricia Frey, PCCU, was a nominee for the cardiovascular award. Her name was omitted from the list of nominees in the program booklet.)



Lou Liebhaber

Issues Initiatives

Issues & Initiatives is a series of activities providing employees information about current health care issues at Lehigh Valley Hospital and Health Network.

Because the recent special edition of CheckUp provided information usually appearing in Issues & Initiatives, this feature won't appear in this edition. Issues & Initiatives returns in the June edition of CheckUp This Month.

The work force expense reduction decisions will be discussed at the next employee forums, hosted by senior management. Please plan to attend one of the meetings listed below.

Employee Forum Schedule

• Tuesday, MAY 21	3-4 p.m.	17 Auditorium
• Wednesday, MAY 22	3-4 p.m.	2024 Lehigh St.
• Thursday, MAY 23	7:30-8:30 a.m.	CC Auditorium
• Tuesday, MAY 28	Noon - 1 p.m.	17 Auditorium
• Wednesday, MAY 29	2:30-3:30 p.m.	2166 S. 12th St.
• Thursday, MAY 30	9-10 p.m.	17 Auditorium
• Monday, JUNE 3	7:30-8:30 a.m.	17 Auditorium
• Thursday, JUNE 6	9-10 a.m.	CC Auditorium
• Friday, JUNE 7	10-11 a.m.	CC Auditorium
• Friday, JUNE 7	3-4 p.m.	2024 Lehigh St.
• Monday, JUNE 10	2-3 p.m.	CC Auditorium

Operations Improvement

FY 1996 GOAL
\$20 Million



\$10.7
Million
To Date

This gauge will appear in each issue of *CheckUp This Month* to show LVHNN's progress in working towards our FY '96 operations improvement goal.

LVHNN Investigators Honored for Research Efforts

RESEARCHERS AT LEHIGH VALLEY HOSPITAL AND HEALTH NETWORK (LVHNN) RECENTLY WERE RECOGNIZED for their efforts in enrolling patients in a national study to measure the effectiveness of hypertension drugs in preventing strokes, heart attacks and death.

Nelson Kopyt, D.O., nephrologist and the study's principal investigator at LVHNN; Yehia Mishriki, M.D., internist; and Mary Anne Gergits, R.N., M.S., nurse researcher, were presented a citation for outstanding patient recruitment at the annual ALLHAT investigators' meeting in Miami. ALLHAT is the acronym for Antihypertensive and Lipid Lowering Treatment to Prevent Heart Attack Trial.

The eight-year study, sponsored by the National Institutes of Health's National Heart, Lung and Blood Institute and the Department

of Veterans Affairs, will measure the effectiveness of four classes of new and more costly FDA-approved medicines: calcium antagonists, ACE inhibitors, alpha blockers and diuretics. LVHNN began enrolling patients in ALLHAT in the fall of 1994. Researchers are seeking persons over age 55, who have high blood pressure and one other risk factor, such as diabetes or an enlarged heart. Participants receive free medication.

According to Kopyt, 200 participating centers are recruiting and charting the progress of 40,000 patients.

"Sixty million people in the U.S. have high blood pressure and it costs nearly \$7 billion annually to treat them," Kopyt said. "While several classes of anti-hypertension medicines are being used regularly, a study has never been conducted to learn which one is best for preventing heart

attacks, stroke or death. We hope to know this answer when the trial is completed."

ALLHAT is a double-blind study in which neither the doctors, nurses nor patients know which drugs are administered. However, all subjects will get an anti-hypertensive drug in one of the four classes free of charge. No investigative drugs or placebos are used.

Half of the men and women enrolled in the study with elevated cholesterol will be eligible to receive a cholesterol-lowering diet or pravastatin to reduce cholesterol. Researchers hope to determine whether reducing serum cholesterol with pravastatin decreases death from this disorder.

To learn more about participating in the ALLHAT study, call 402-CARE. ■



(l-r) Lou Liebhaber, COO; David Beckwith, Ph.D., vice president, Health Network Laboratories; and Joe Seeds, project manager, survey the construction progress on the new automated lab at 2024 Lehigh Street. Construction began in February and is slated for completion in early fall.

Neighbor Relations at 17th Improve Dramatically

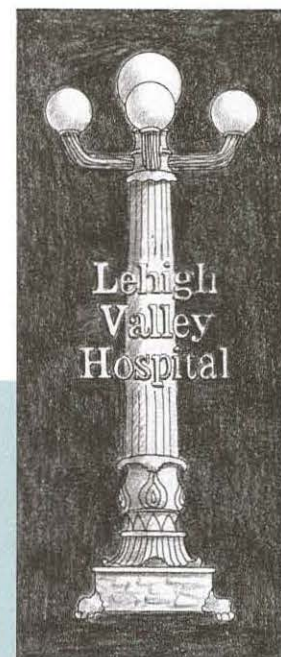
Lehigh Valley Hospital and Health Network's efforts to become a good neighbor are bringing results. At a recent meeting with the neighbors at 17th & Chew, Lou Liebhaber, chief operating officer, asked how the hospital was doing as a neighbor. The response was extremely positive. The neighbors thanked the hospital for keeping their sidewalks and alleys clear of snow all winter. Many expressed appreciation for the parking passes that allow access to hospital lots after hours.

But the most remarkable story was shared by Holly Gabovitz. According to Gabovitz, one afternoon last fall the potted mums on her porch steps became ammunition in a fight between two teens. Her neighbor witnessed the incident and described it to her. A pot was thrown, it shattered on the sidewalk and the youths fled. Much to the neighbor's surprise, someone from the hospital cleaned up the mess and took the flowers inside. When Gabovitz came home, she learned from a message on her answering machine that her flowers were safe and that she could retrieve them at the hospital. Gabovitz thanked the hospital for the neighborly act.

The heroes in this story are James Burke, vice president, operations; JoAnne Brown, administrative secretary; and Osvaldo Ramos, general services. Burke was on his way to a meeting when he noticed the broken pot. He called Brown, who, with the assistance of Ramos, cleaned up the flowers and broken pot.

This improved rapport is the result of an effort begun last September when LVHNN's public affairs department scheduled meetings with the neighbors at both sites. The gatherings gave the neighbors details of the functional plan and asked for their input.

A second round of neighbor meetings took place in April. At 17th & Chew, the neighbors learned about the plans for the demolition of the East Wing and other future plans. Although they praised the hospital for their efforts, they also raised concerns about the noise, dirt and parking problems caused by the demolition. At Cedar Crest & I-78, plans for additional landscaping and the renovation of the emergency department were reviewed. ■



Auxiliary Funds Banner Project

Thanks to the generosity of The Allentown Auxiliary, colorful canvas street banners will soon adorn the neighborhood at 17th & Chew. Burgundy banners will fly from 10 utility poles along the streets that border the hospital campus. The 30-by-60-inch banners display an illustration of the stately lamp posts that grace the entrance to the School of Nursing.

According to James Burke, vice president, operations, the lamp posts were chosen to complement the historic nature of the surroundings. "This is a neighborhood rich in tradition, and the banners depict one of the hospital's most recognized landmarks," Burke said. "The banners also will help define and identify the hospital campus." Installation is expected by early June. ■

Unused Medical Supplies Help Needy Countries

Did you ever wonder what happens to Lehigh Valley Hospital's unused medical supplies and broken medical equipment? A group of employees and volunteers has been working behind the scenes for the past three years to put this "waste" to good use.

According to Norm Manley, director of perfusion and head of the used medical supply recovery committee, while some hospital waste can't be reused, supplies like open but unused operating room sterile packs with gloves, gowns and gauze can be recycled. While they can't be used in the United States, lesser developed countries are in dire need of such items, and they can be used there.

Equipment donated by the hospital includes three sterilizers and three aerators for a hospital in Kazakhstan; a heart-lung and anesthesia machines to hospitals in Bosnia and Croatia; litters for field clinics in the lower Amazon basin; and sutures for eye and plastic surgery for children in El Salvador and the Dominican Republic.

The supply recovery program is coordinated by volunteers Frank Bingham, Charles Fletcher, Robert Hoffman, John Lukas and Howard McNeil. They locate, identify, sort and package the items, then contact nine charities throughout

the Lehigh Valley and Philadelphia to pick up the needed supplies. Since not all recovered items can be donated, volunteers also work with purchasing and biomedical engineering to return these items to vendors for credit or sell them to other health care organizations.

This program will soon be part of the hospital's recycling program, Manley adds. Also, a hotline is being established to answer employee questions about possible recoverable supplies. When the number is available, it will be listed on e-mail.

"The used medical supply recovery program is a unique way Lehigh Valley Hospital is cutting waste through recycling while giving back to the world community," Manley said. ■

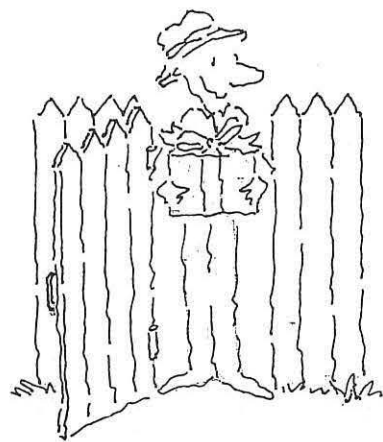


Volunteers (l - r)
Frank Bingham, John Lukas,
Charles Fletcher and
Robert Hoffman catalogue
recovered medical supplies
that will help needy people
throughout the world.

About Our PEOPLE

Marie Shaw, director, women's health services, was the guest columnist for the May/June issue of Lehigh Valley Woman, a publication of The Morning Call. Her article was titled "Negotiating Life's Moguls Requires Finding Your Center." Shaw is a member of the publication's advisory board.

Dina M. Lomas, L.S.W., The Counseling Program, has been appointed by Gov. Thomas Ridge to a four-year term on the board of social work examiners, a five-member panel that oversees the licensing of social workers in Pennsylvania. The Counseling Program is a program of Lehigh Valley Health Services.



Newcomers Receive Warm Welcome from LVHHN

All new residents from Quakertown to Tamaqua receive a special introduction to Lehigh Valley Hospital and Health Network (LVHHN) with their Bell Atlantic phone directory.

Through an exclusive arrangement, LVHHN is the only health care provider participating in the program that gives newcomers information about their communities. The packet is attached to the phone book and is delivered within three to five days of phone installation.

The packet invites new residents to call 402-CARE for a free physician referral, complimentary first-aid kit, *Healthy You* magazine subscription, gift certificate for health promotion classes, and a health and home safety packet.

Launched in February, this program will reach 37,000 residents this year, over three times more than the previous campaign that mailed information directly to residents 30 to 60 days after their move.

The program has already shown results, generating more than three times the response of the direct mail program. So far, 31 people have claimed their free housewarming packet, 18 were referred to members of our medical staff and three physician appointments have been made. ■

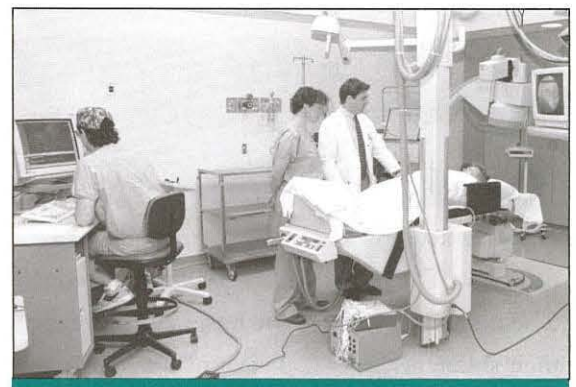
Cath Lab Redesign Improves Care and Costs

The quest to provide excellent invasive cardiology care at the lowest possible cost was at the heart of the cath lab redesign at Cedar Crest & I-78, which recently culminated in the lab's merger with the 3C unit to form the invasive cardiology suite.

From December 1994 until March of this year, a redesign team comprising clinical and administrative members planned improvements to patient care processes, leading to more efficient use of the four lab's procedure rooms by its 13 cardiologists and reducing pre-procedure patient waiting time. The team was led by Robert Oriel, M.D., medical director, cath lab; Bret Bissey, administrative director, medicine; and Terry Capuano, administrator, patient care services. They learned and adapted process improvement lessons from some of the best heart hospitals in the country: Carolinas Medical Center, Charlotte; Florida Hospital, Orlando; and St. Luke's Episcopal Hospital, Houston.

According to Bissey, patient waiting time in the cath lab is down to about two-and-one-half hours, which matches the national average. This is 30 percent faster than the three-and-one-half hours patients waited before the process improvements began. Also, use of the cath lab procedure rooms has risen to 76 percent compared to a previous 55 percent. "Benchmark hospitals run 70 to 75 percent," Bissey said. "Decreasing down time has provided more time during which patients are treated."

Significant cost savings also resulted, which should help the hospital compete better in managed care



Electrophysiology team members (l - r) Dan DeBlass, R.N.; Jane Newton, R.N.; and Steven Zelenkofske, D.O. prepare for a procedure in the new, larger EP lab.

contract negotiations. Personnel expenses were trimmed by \$322,000 this fiscal year, and supply expenses and other efficiencies are expected to decrease by an additional \$250,000 in FY'97. Capuano anticipates further savings in patient care costs. "We're still waiting for the numbers, but we expect to see a much lower cost per case," she said.

"In order for us to take advantage of new technologies and keep our costs competitive, it is essential for us to be as efficient as possible," Oriel said. "I have been overwhelmed by the spirit of cooperation between the physicians and the staff in achieving our goals."

Physically, the cath lab has had only one major change. A larger electrophysiology (EP) lab, outfitted with the latest equipment, was built to accommodate larger patient volumes. Increased

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LVHHN 'Daughters' Go To Work!

For the third year, Take Our Daughters to Work Day was a big success at LVHHN. Approximately 75 employees brought their daughters to work for a hands-on career experience. Daughters visited nearly all departments throughout the network.



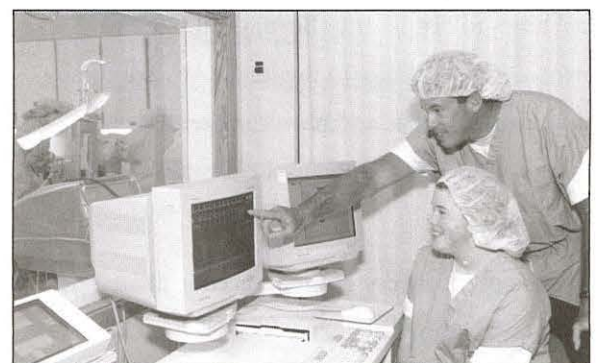
Mark Cipolle, M.D., associate chief of trauma, and daughter Kate look at an X-ray along with Akoua Lonergan (left), whose mother works in TTU.



Gloria Best, radiology, (right) and her daughter Haley spent the day together.



Barbara Grosch, NICU, cares for a baby on the unit as her daughter Beth looks on.



Stephen Palmer, cardiac cath lab, (right) brought daughter Erin to work on his day off. Erin's mom, Eileen, works in the hospital's ICU.

Managing Nighttime Confusion

People who work with the elderly often describe their worsening symptoms of confusion during the late afternoon and early evening hours. Even mildly impaired seniors may become disoriented, agitated or restless, and may begin to wander during these hours. Such behaviors pose management problems for care givers, both in the home and in health care settings.

Risk factors for developing mental changes include:

- an existing dementia
- a history of confusion or restlessness in the evening
- sensory deficits such as poor vision or hearing
- taking multiple medications, especially sedatives/hypnotics, tranquilizers and pain medicine.

Here are some important tips to help the at-risk patient during hospitalization:

- Allow the patient to arrange and unpack personal belongings, leaving frequently used items within easy reach and view.
- Encourage family members to bring in photos and familiar objects from home to keep at the bedside.

- Consider placing the patient near the nurse's station for monitoring and social interaction.
- Use soft music and other sensory stimulation in the late afternoon.
- Encourage family visitation, ask family members how the situation was managed at home and use these familiar routines.
- Place environmental orienting clues like large clocks and large print calendars at eye level or label the bathroom door and the patient room door.
- Turn on lights before dark and use night lights at bedtime.
- Make sure nutritional needs are met and offer fluids frequently.
- Keep the room neat and pathways clear to prevent falls.
- Consult the physician to identify the cause of any sudden mental status and collaborate with physicians and pharmacists to review all medications.

Confusion can be a frightening experience for patients and families. By helping them to recognize potential risk factors and using the interventions mentioned, care givers in the hospital can prevent, or at least manage, this problem. ■

Cath Lab Redesign

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revenue is expected from this improvement. Staffing changes have reduced FTEs by about 10 percent to a total of 93, and cross-training some clinicians has provided flexibility needed to match volume and acuity fluctuations, according to Capuano.

Staff and physician commitment were key to the effort's success, Bissey said. "We could never have done it without their involvement. Having physicians as stakeholders in the process and staff involvement in decisions, and ongoing communication with both, is what made this a winning team."

But the work is far from finished, he continues. "We're continuing to push the envelope, to look for ways to continuously improve quality."

In addition to Oriel, Bissey and Capuano, the redesign team included: Bob Baumgartner, R.N., cath lab; David Beckwith, Ph.D., vice president; Julie Clelland, director, invasive cardiology; Doug Helfrich, care management systems; and cardiologists J. Patrick Kleaveland, M.D., Stephen Olex, D.O., and Jeff Snyder, M.D. John Fitzgibbons, M.D., chair of medicine, sponsored the redesign in senior management council as an operations improvement project. ■



SERVICE ANNIVERSARIES

Congratulations to the following employees on their May 1996 service anniversaries! Thank you for your continuing service to Lehigh Valley Hospital and Health Network.

Thirty Five Years of Service

Marlene A. Clouden
Neonatal ICU

Twenty Five Years of Service

Lucille V. Radocha
Ambulatory Surgical Unit - OR

Janis B. Croissette
Burn Unit

Twenty Years of Service

Janet M. Seifert
Medical Staff Services

Mary Hausman
Lab - Chemistry

Kim L. Metzger
Hospice - Skilled Nursing

Linda S. Fegley
Obstetrics

Debra Ann B. Knappenberger
Cancer Center Multi-Purpose Area

Kathleen M. Miller
GICU

Fifteen Years of Service

Diane L. Karetsky
Pediatric Unit

Robin Ditalia
Radiology - Diagnostic

Pamela Green
6B Medical/Surgical Unit

June Schlicher
Patient Accounting

Catherine M. Bachert
Hemodialysis Treatment

Patricia Holmes
Medical Records Transcription

Keith R. Weaver
Burn Unit

Debbie Fegely
Emergency Service - C

Susan Holecz
Outpatient Pediatrics

Judith Rex
Endocrine Testing Station

David A. Steward
Operating Room

Ten Years of Service

Arline M. Connors
HBSNF

Rose M. Hoke
Neonatal ICU

David Salatino
Cardiac Catheterization Lab

Donna M. Troiano
Obstetrics

Julie F. Kaye
Home Care

Carol G. Lacek
Operating Room

Ann L. Seyfried
Psychiatric Rehabilitation

Shuli Oh
Lab - Blood Bank

Maryann R. Moylan
Clinical Nutrition Services

Brenda A. Troxell
Legal

Annette Gensure
Department of OB/GYN

Janet R. Anderson
Lab - Cytology

Karen Boutron
4A Medical/Surgical Unit

Maryann K. Fye
4B Medical/Surgical Unit

Laura Godusky
Lab - Microbiology

Joann F. Gregory
Transitional Open Heart Unit

Jill A. Korn
Planning

Colleen M. Nickol
Ambulatory Surgical Unit - OR

Patricia A. Parker
Transitional Open Heart Unit

Dawn S. Ruth
Acute Coronary Care Unit

Five Years of Service

Jill B. Knerr
Adolescent Psychiatry Unit

Kay L. Bilheimer
GICU

Dawn M. Davis
Labor & Delivery

Giuliano F. Liberatore
Lab - Blood Bank

Michelle L. Rex
3C Staging/Monitored Unit

Carol J. Spearko
Hospice - Home Health Aide

Kristine M. Walser
EEG

Sandra J. Jacoby
Department of OB/GYN

Stacy J. Andrews
4C Medical/Surgical Unit

James P. Benco
Transitional Trauma Unit

Colin Bowers
Medical Clinic

Karen A. Fasching
5B Medical/Surgical Unit

Susan E. Hoffman
Acute Coronary Care Unit

Melissa K. Moyer
6C Medical/Surgical Unit

Barbara A. Pedregon
LVPB Billing

Laurene Roth
Geriatrics Program

Lauren H. Tanis
Hospice - Skilled Nursing

Jennifer A. Timar
GICU

Cade A. Upanavage
Spectrum Apothecary

Upcoming Recreation Committee Events

Clam Bake, May 31

Get ready to clam and jam! Join fellow employees for a clambake from 5:30 - 11:30 p.m. at Willow Tree Grove, Orefield. Dinner will be served at 7 p.m. with a choice of chicken breast or a New York Strip steak, and includes 18 clams, potato, dessert and beverages. Play volleyball, basketball, shuffleboard and more.

Finish off the night with some dancing!

Cost is \$15 per person.

Reservations can only be made by sending your check to Sharon Bartz, neuroscience research, 1243SCC by MAY 24.

Make checks payable to LVH Recreation Committee.

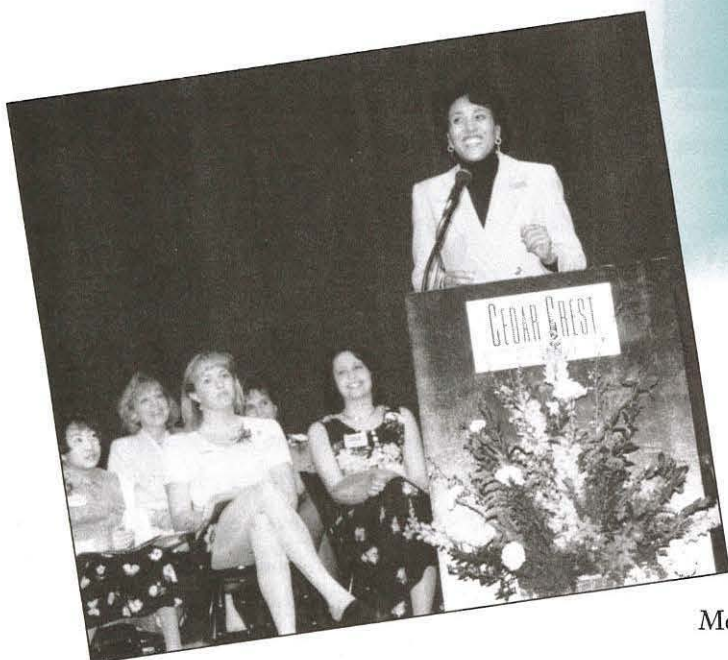
Be sure to include your name, return address, site and main entree selection.

Weekend in Las Vegas, Nov. 1-5

Excalibur Hotel & Casino. Only \$443 based on double occupancy; includes air hotel, taxes and transfers in Vegas.

Call Diane Magargal, ext. 5485, for more information.

Spirit of Women IN SPORTS



Keynote speaker Robin Roberts addresses the more than 500 attendees at the G.O.A.L.S. awards ceremony.

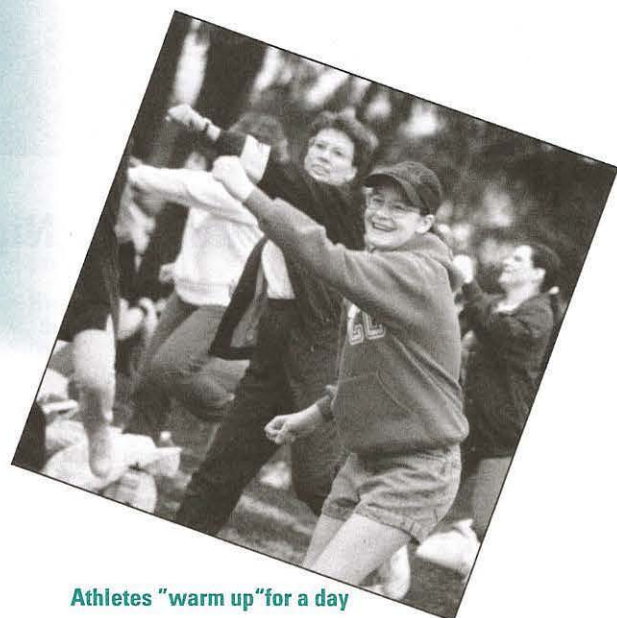
Record Crowd Attends First-Ever Women's Sports Event

More than 500 women, girls, families and coaches recently heard television sports commentator Robin Roberts talk about her life in sports and how to "position" yourself on the playing field and in life. Roberts, who appears on ESPN and ABC's Wide World of Sports, kicked off "Spirit of Women in Sports," a two-day event sponsored by Lehigh Valley Hospital and Health Network, Cedar Crest College and The Bon-Ton on April 19.

"I never lost sight of what I wanted in life because participating in sports taught me the determination and confidence to get where I am today."

— Robin Roberts

The event on April 20 featured interactive sports sessions and a health and fitness expo. According to Fran Derhammer, R.N., director, WomanCare and health expo organizer, over 150 girls and women were introduced to everything from soccer and volleyball to tai chi. Experts from the community and from LVHNN's Center for Health Promotion and Disease Prevention staffed nine informative and interactive expo stations. ■



Athletes "warm up" for a day of interactive sports sessions.



Suzanne Feigley (right) of Allentown College teaches a group of girls softball basics during the interactive session. Softball was one of nine interactive sports sessions that participants enjoyed at "Spirit of Women in Sports."



These women and girls are the winners of the first annual G.O.A.L.S. awards. They come from the Lehigh Valley and were chosen from more than 60 nominees.

The awards and awardees are:

- **Donna de Varona Spirit of Sports Award:**
Eileen and Ellen Ogozalek, Lansford
- **Wilma Rudolph Courage Award:**
Lauren Buyyounouski, Bergen County, N.J.
- **Sportsgirl of the Year Award:**
Kenna Plangemann, Slatington
- **High School Sportswoman of the Year:**
Laura Newhard, Northampton High School
- **Community College Sportswoman of the Year:**
Amy Ombrello, Whitehall
- **College Sportswoman of the Year:**
Michele Marciniak, Macungie, most valuable player on the University of Tennessee's NCAA championship team
- **Mentally Challenged Sportswoman of the Year:**
Carolyn Grant, Easton
- **Senior Sportswoman of the Year:**
Elisabeth (Betsy) Wilson, Emmaus
- **Master's Sportswoman of the Year:**
Jane Serues, Springtown
- **Budget Rent-a-Car Coach of the Year Award:**
Ellen Malone, Allentown
- **Fit Woman Award:**
Connie Kunda, Allentown
- **Lifetime Achievement Award:**
Donna Strauss, Allentown



Patrice Weiss, M.D., (left) department of ob/gyn and mistress of ceremonies for the G.O.A.L.S. awards, discusses her participation in sports with Robin Roberts; Elliot Sussman, M.D., president and CEO; and Tuti Scott of the Women's Sports Foundation. Weiss was the first girl in Pennsylvania to play Little League baseball.

If you have news or a story idea for **CheckUp This Month**, send your suggestion by the first work day of the month to Rob Stevens, editor, public affairs, 1243 SCC-PA, using interoffice mail or e-mail. **CheckUp This Month** is an employee publication of Lehigh Valley Hospital and Health Network's public affairs department. For additional information, call ext. 3000. Lehigh Valley Hospital and Health Network is an equal opportunity employer. M/F/D/V