

There's a lot going on at Lehigh Valley Health Network. In case you didn't catch all the latest news, here's a recap of what happened this week. Here are links to Mission Central posts, Terry Capuano's blog, details about Casual Conversations with Dr. Nester, the latest issue of CheckUp, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

## [Introducing the Health & Wellness Center at Muhlenberg](#)

LVHN has officially renamed its location at 1770 Bathgate Road, Bethlehem.

## [United Way Campaign Is Underway](#)

Donate to our annual LVHN United Way campaign now through Nov. 30.

## [Relive This Year's Star Celebration](#)

Meet some of the honorees celebrating 40 years of service.

## [Know a Colleague Who Gives Back?](#)

Share stories about colleagues who volunteer in the community. They may be featured in a CheckUp story.

## [Wellness – Give Your Eyes a Break](#)

Practice tips to prevent vision problems at work.

## [Preparing for Wave 2 – Super Users Key to Readiness](#)

Preparation is the name of the game for the Aug. 1, 2015 wave 2 go-live of the Epic EMR transformation.

## [Glenn Mackin, MD, Takes Detailed, Yet Light-Hearted Approach to Care for Neuromuscular Disorders](#)

He believes the core of taking care of patients is the relationship.





**Read the latest  
issue of CheckUp**

**READ LEHIGH VALLEY HEALTH NEWS**

a blog on [LVHN.org](http://LVHN.org) containing  
timely health information and  
health network news.

# Mission Central

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< Preparing for Wave 2 – Super Users Key to Readiness

More LVHN Colleagues Celebrate 40 Years of Service at Annual Star Celebration >

## Introducing the Health & Wellness Center at Muhlenberg



To help people in and around Northampton County find the right place to get a workout and access important health services, Lehigh Valley Health Network (LVHN) has officially renamed its location at 1770 Bathgate Road in Bethlehem. New signs are now hanging that introduce the [Health & Wellness Center at Muhlenberg](#), located on the campus of [Lehigh Valley Hospital \(LVH\)-Muhlenberg](#).

The Health & Wellness Center at Muhlenberg name showcases the variety of services available inside, including:

- [LVHN Fitness](#)
- [Imaging services](#)
- [Adult and pediatric rehabilitation services](#)
- [Occupational medicine](#) (HealthWorks)
- [Neurology](#) (Lehigh Neurology)
- [Neurosurgery](#) (Neurosurgical Associates of LVPG)
- [Urogynecology](#) (Lehigh Valley Urogynecology and Reconstructive Pelvic Surgery)
- [Physiatry](#) (Physical Medicine and Rehabilitation Specialists of LVPG)

This fall, LVHN also will rename another location – the current 1243 S. Cedar Crest Boulevard building in Salisbury Township – as the Health & Wellness Center at Cedar Crest. LVHN also is home to the [Health & Wellness Center at Hazleton](#). Both locations include medical and fitness services.

You can learn more about all LVHN's health centers at [LVHN.org/health-centers](#) or call 610-402-CARE for more information.

This entry was posted by [Ted Williams](#) on October 3, 2014 at 9:00 am, and is filed under [Get News](#), [Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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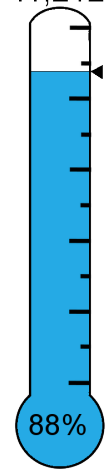
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**Welcome to Mission Central.** It's the place to get and share information about our health network. Here, you can share stories, ask questions, be inspired, celebrate our accomplishments, learn to be at your best and more. Visit frequently to stay energized at work and help make our mission possible.

### We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.

11,212



9,832

Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

Search bar with magnifying glass icon and 'GO' button.

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### KEYWORDS

Annual Meeting Answers At Your Best  
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Colleagues Community  
Conversation Crucial conversations  
Dr. Swinfard Epic Facebook  
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< Motivational Monday – Actions Speak Louder

Glenn Mackin, MD, Takes Detailed, Yet Light-Hearted Approach to Care for Neuromuscular Disorders >

## LVHN United Way Campaign Kicks Off Wednesday

Our annual LVHN United Way campaign begins Wednesday, Oct. 1, and will run through Nov. 30. This year's theme is "Stick Together." Look for information tables Wednesday from 11 a.m. – 1 p.m. outside the cafeteria at the following locations:

- LVH-17th Street
- LVH-Muhlenberg
- LVH-Cedar Crest
- LVHN-Mack Boulevard

Stop by to learn more and enjoy some "stick together" treats. You'll have an opportunity to make a pledge on the spot, or you can give to the campaign by **clicking the United Way icon on your SSO toolbar**. (Please note: To donate to the United Way, you must click the United Way icon. If the icon does not appear, refresh your toolbar under the "Options" drop down. The "Give Now" icon is used for colleagues to donate to Lehigh Valley Health Network.)

All donors receive a campaign magnet to help spread the word, and are automatically entered into weekly drawings for prizes such as gift cards, eight hours PTO and an autographed hockey stick. In addition, if you gave last year and increase your contribution by at least one dollar per week (or donate at total of \$260 or more), you'll be entered into the United Way's drawings for a new 2014 Fiat (or \$10,000 in cash) or a genuine Martin guitar (\$4,000 value).

Your donation will help the United Way of the Greater Lehigh Valley support vital community-based programs that focus on education, food access, healthy aging and emergency services. [Watch this video](#) to see how some area families have benefited from these programs.

This entry was posted by [Gerard Migliore](#) on September 29, 2014 at 3:14 pm, and is filed under [Get News](#), [Help Others](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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You must be [logged in](#) to post a comment.

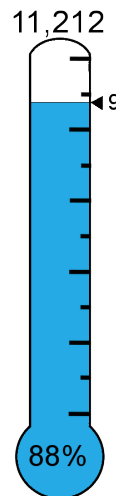
**OUR UNITED WAY CAMPAIGN BEGINS WEDNESDAY, OCT. 1.**

Click on the United Way icon on your SSO toolbar for more details.

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## Search results for *star* (377)

### More LVHN Colleagues Celebrate 40 Years of Service at Annual Star Celebration

Comments: 0

10/03/14 by Rick Martuscelli in Celebrate, Connect with Colleagues

Each September, Lehigh Valley Health Network (LVHN) holds a Star Celebration gala to recognize the indispensable role colleagues play in fulfilling our mission to heal, comfort and care. It's a chance to thank colleagues for their dedication and commitment to excellence.

Two types of success are celebrated at the event: longevity and service excellence. Below, read about five colleagues who were honored for 40 years of service. Visit Mission Central each Friday to meet other colleagues who were honored at Star Celebration.



After graduating from Southern Lehigh High School, **Gary Haas** enlisted in the Air Force and became a lab technician. After his discharge from the Air Force, he joined our health network as a member of the pulmonary and sleep disorders center. While working full time, he spent nine years working toward his bachelor's degree in chemistry. Today Haas is a subject matter expert in information services. "Helping people solve problems is one of the things I enjoy most about my job," he says. As a board member of People First Credit Union, Haas helped develop the credit union at the hospital in 1976. Haas and his wife, Deb, have two children and three grandchildren. In his spare time he loves to travel, work in his garden and tinker in his workshop.

While working as a candy striper, **Betty Higgins, RN**, got just enough of a glimpse of nursing to be fascinated. After gradu-ating from The Allentown Hospital School of Nursing and Kutztown University, Higgins began working at The Allentown Hospital. For nearly her entire career, Higgins has worked in the emergency department. "I still -enjoy the fast-paced environment, the adrenalin and the instant gratification you get when you save a trauma -patient or someone having a heart attack," she says. "When a patient is dying when he comes through the door and a few hours later he is sitting up and talking because of the care our team provides, that's what makes my job rewarding." Higgins is married to Charles and enjoys gardening, reading, doing Sudoku and traveling.

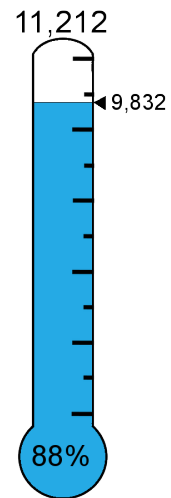


After graduating from nursing school, **Susan Horwath, RN**, worked at Muhlenberg Hospital Center. She thought it would be exciting to work at a new hospital and got her chance with the opening of what today is Lehigh Valley

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### KEYWORDS



Hospital–Cedar Crest. Throughout her career, she worked on medical-surgical, intensive care, cardiac rehabilitation, home care and case management. Today she is an appeals nurse, working with insurance providers to ensure we get reimbursed properly for the care we provide. “I’m glad I worked in many departments over the years, because each area gave me new knowledge,” she says. “You’re never too old to learn.” Horwath enjoys gardening, walking and traveling with friends.

When **Linda Iannelli** looks back on her career,

she’s proud to have worked at the same organization for 40 years. She started her career as a licensed respiratory technician in critical care, a position she held for 28 years. Seventeen years ago, she transferred to Lehigh Valley Hospital–17th Street’s Sleep Disorders Center as a registered sleep technologist. She’s enjoyed witnessing the amazing advancements in critical care and sleep treatments, but relationships with colleagues are what she treasures most. “We are more than co-workers. We’re friends,” she says. “They’ve helped me through life’s ups and downs.” A former Employee of the Month, Iannelli is planning to retire in one year. That’s when she’ll spend more time with her daughter, enjoying warm weather at the beach, and cheering on the Eagles and Phillies.



After graduating from Northern Lehigh High School, **Leoma Kern** became a nursing assistant at a nursing home. When she saw a recruiting advertisement for a new hospital, she wanted to be part of it. She started in supply distribution services, where she assembled the surgical tray for Lehigh Valley Hospital–Cedar Crest’s first open-heart procedure. She transitioned to medical records, and then became a unit clerk on the open-heart unit. Today she’s an administrative partner in the Children’s ER, a department she helped open. “I never worked with children before, and I love it,” says the Friends of Nursing Award recipient. “When kids come in they’re crying, but most of them leave smiling, and that’s great.” Kern and her husband, George, have a daughter. She enjoys playing the piano and taking long walks.



[Add a Comment](#)

## LVHN Colleagues Celebrate 40 Years of Service at Annual Star Celebration

Comments: 0

09/26/14 by Rick Martuscelli in [Connect with Colleagues](#), [Learn](#)

*Each September, Lehigh Valley Health Network (LVHN) holds a Star Celebration gala to recognize the indispensable role colleagues play in fulfilling our mission to heal, comfort and care. It’s a chance to thank colleagues for their dedication and commitment to excellence.*

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**Charleen Bower's** mother worked at The Allentown Hospital School of Nursing. At age 16, Bower got her first job in the hospital cafeteria. She started at 4:30 a.m. and went to school after her shift. Today she works in central document processing and is driven to provide the best customer service. "I've enjoyed my time here and have met many wonderful people," says the Friends of Nursing Award recipient. She'll never forget the time the building flooded during a construction project. "We came in wearing waders and had to blow dry the patient records," she says. Bower and her husband, Ron, have five children and 10 grandchildren. She is active in her church, where she serves as a board member and Sunday school teacher, and enjoys scrapbooking.

After high school, **Mary Anne Clark, RN**, entered the nursing program at what is currently Lehigh Valley Hospital–Hazleton. For as long as she can remember, she wanted to be a nurse. "No one person influenced me," she says. "Nursing was always it." After working in New Jersey for a year, Clark applied for a job at the newly constructed Lehigh Valley Hospital–Cedar Crest. She loves working as a staff nurse in the GI/endoscopy unit, where she fulfills her passion for giving patients the best possible care. Clark holds the distinctive honor of receiving the Medical-Surgical Nursing Award the year Friends of Nursing began. Clark has been married to her husband, Wayne, for 36 years. They have one son and a "four-legged" son.



Growing up, **Lynn Cloak, RN**, wanted to be an elementary school teacher. While working as a candy striper, she realized she would rather be a nurse. Cloak graduated from The Allentown Hospital School of Nursing and began working at the hospital full time. Today she is a patient care specialist at Lehigh Valley Hospital–Muhlenberg, providing education to colleagues in the Regional Heart Center and intensive care unit. Cloak, who serves as an elder at her church, enjoys making wine, quilting, knitting, working in her garden, baking and shopping. She and her husband, Alan, have two children and recently started a new hobby, kayaking. "Only in calm water," Cloak says.

**Richard Gehman** graduated from William Allen High School knowing that he wanted to work in a trade industry. He attended Lehigh County Community College and became a plumber. After spending time working for a private company, Gehman was ready for something new. He read an ad about a local hospital looking to hire a plumber. Interested, he applied for the job and has been working at Lehigh Valley Health Network ever since. Today he is a systems foreman in charge of plumbing and air conditioning. He and his wife, Kathleen, have one daughter. He enjoys fishing, walking and hiking, and dedicates much of his spare time volunteering with the Bethlehem Special Olympics.

In second grade, **Georgine Fontaine, RN**, discovered she was destined to be a nurse when she drew a picture of herself as such. While attending high school and college, Fontaine worked at nursing homes and enjoyed caring for the elderly. After graduating from Northampton Community College, she began her career at Muhlenberg Medical Center. Today she's the patient care manager in Lehigh Valley Hospital–Muhlenberg's emergency department. "I enjoy the fast-paced environment of the ER," says Fontaine, a proud member of the team that received a 2013 Friends of Nursing Award for establishing her department's rapid assessment unit. "It has improved patient satisfaction immensely, and now other hospitals



are visiting to learn from us," she says. Fontaine enjoys spending time with her three grandchildren and traveling.

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## LVHN Colleague of 65 Years Among Honorees at Annual Star Celebration

Comments: 0

09/19/14 by Rick Martuscelli in Celebrate, Connect with Colleagues

*Each September, Lehigh Valley Health Network (LVHN) holds a Star Celebration gala to recognize the indispensable role colleagues play in fulfilling our mission to heal, comfort and care. It's a chance to thank colleagues for their dedication and commitment to excellence.*

*Two types of success are celebrated at the event: longevity and service excellence. Below, read about an LVHN colleague who was honored for dedicating her 65-year (and counting) career to nursing education, and three others who have been furthering the network's mission for 45 years. We will feature our colleagues who were recognized in future Mission Central posts every Friday.*

### Josephine Ritz, RN – 65 years

When The Allentown Hospital's director of nursing visited Fountain Hill High School, she had excellent advice for Josephine Ritz, RN, who couldn't decide if she wanted to be a nurse or teacher. "She said I should become a nurse, and if I did well, become a nursing instructor," Ritz recalls. That's exactly what she set out to do. Ritz graduated near the top of her class and at age 21, was named the night shift supervisor for the entire hospital.

Doing well as a nurse, she began working at the hospital's School of Nursing while earning her bachelor's and master's degrees. She was an assistant instructor, instructor and curriculum coordinator before being named the school's director in 1974. "That was my proudest moment," she says. "I never expected to reach that goal." Even today, education is her greatest passion.

Only a week after the school closed in 1988, she received a call from the hospital's vice president of development asking if she would be interested in [fundraising](#). Although Ritz didn't know anything about fundraising, she knew many people who might be willing to offer support. On her third day at work, she secured a \$10,000 gift. During her second week, she received another \$10,000 donation.

Ritz went on to secure millions of dollars in funds throughout her career to support nursing education. These funds help nurses return to school, attend professional conferences, earn special certification and pursue other professional excellence



presentations.

A widow (her husband, George, passed away in 1985), Ritz says she will continue to work as long as she is healthy. She has one son, two grandsons, and enjoys gardening, reading and crossword puzzles.

#### **Nancy Beidler – 45 years**

At age 16, Nancy Beidler got her first job working in The Allentown Hospital kitchen. After graduating from William Allen High School, she earned her medical assistant's certificate from Lehigh County Community College and started working in the hospital's business office. A year later, she took a job as secretary in the mental health clinic and became a case work aide. "I did home visits to help patients with [behavioral health conditions](#)," she says. "I was always interested in helping people."



In 1979, Beidler helped establish our [Transitional Living Center \(TLC\)](#), a program that helps people with mental illness make positive lifestyle changes through support, supervision and development of recovery of daily living skills. Today she is program coordinator. "There are never two days that are the same," Beidler says. "I get to help people with mental illness get back on track. It's rewarding when clients who are discharged from TLC return to show us how well they are doing."

In 2005, Beidler received the psychiatry department's Mental Health Professionals Award. In 2009, she was named Service Star of the Month for helping a patient who was diagnosed with lung cancer. "The woman was divorced and had to drive a great distance to pick up her children after school, but her car was in terrible shape," she says. "One day I stopped by a local car dealership to ask if they would give her a dependable car." The dealership agreed. The patient is still alive and has the same car.

Beidler and her husband, Barry, have been married for 37 years. She enjoys playing with her cat, Spookie, and selling Mary Kay cosmetics. "It's a different type of reward for me," she says. "I help women boost their self-confidence to help them feel good about themselves."

#### **Susan Heffner, LPN – 45 years**

A graduate of Allentown Central Catholic, Susan Heffner, LPN, always had genuine compassion for people's health concerns and a strong desire to help. This is what guided her to attend Lehigh County Community College and become a nurse. She has dedicated her nursing career to working in neurology, a field that allows her to live her passion.



"Nursing can be challenging, but it also is interesting and rewarding," says Heffner, who currently works on the neuroscience unit at Lehigh Valley Hospital–Cedar Crest. This was never more true to Heffner than when she cared for a young girl who was dependent on a respirator. During the three months Heffner cared for her, they became friends and remained close even after the girl was discharged.

Heffner is passionate about going out of her way and taking extra steps to give patients and families the care they expect and deserve. "I genuinely care about my patients and put myself in their shoes," she says. "I treat patients like they are members of my own family." The compassionate, quality care she provides led to her being named a Friends of Nursing Award recipient.

Heffner is a history buff and enjoys traveling, reading, photography and picnics with family. She especially enjoys time spent with her nieces and nephews.

#### **Linda Konrad, LPN – 45 years**

Two people inspired Linda Konrad, LPN, to be a nurse: an aunt with whom she was very close and a school nurse whom she greatly admired. Konrad attended Parkland High School and earned her nursing diploma at Lehigh County Community College. She quickly discovered her passion for caring for children.

She started her career in 1969 on the pediatrics unit of The Allentown Hospital. When the outpatient pediatrics department opened in 1992, she made the transition. Today that department is known as our [Children's Clinic](#). It's a place where Konrad feels rewarded knowing she is touching children's lives. "I still love my job," she says. "There is something special about being with young kids who have an enthusiasm for life."



In her professional and personal life, Konrad describes herself as "rooted." Not only has she worked at the same place for 45 years, she still lives in her childhood farm home. "I've always felt secure and have had no desire to venture," she says.

Her desire to help children grow into healthy adults is as strong as ever. Konrad earned a Friends of Nursing Award in recognition of work she did in our community. She hosted seat belt and babysitting programs, and did private duty nursing for a patient who had a kidney transplant. Konrad also received the Service Star of the Month award for helping a child whose mother was deaf. "She couldn't read to him, so I got the little boy equipment that allowed him to listen to stories," says Konrad, who is coordinator of the Reach Out and Read program at [Lehigh Valley Hospital—17th Street](#).

Konrad and her husband, Karl, have been married for 24 years. She enjoys knitting, reading, gardening and playing the piano.

[Add a Comment](#)

## A Look Back at The Star Celebration Gala – Comments: 2 PHOTOS

09/15/14 by Rick Martuscelli in Celebrate, Get News

Each September, we hold our Star Celebration gala to recognize the indispensable role colleagues play in fulfilling our mission to heal, comfort and care. It's a chance to thank colleagues for their dedication and commitment to excellence.

Two types of success are celebrated at the event. One is longevity, as we present pins to colleagues who've been with Lehigh Valley Health Network for milestones that start with 10 years and, in some cases, reach 50 years or more.

Service Excellence Awards are the other way we celebrate success at the gala. These awards are given annually to individuals and teams that exemplify our mission through their extraordinary efforts. Several of the awards recognize workplace efficiency. Others are for compassionate care and service to our community.

Here are photos of the event, which was held Friday, Sept. 12 at Holiday Inn, Fogelsville. Every Friday starting Sept. 19, visit Mission Central to learn more about the colleagues who were honored at Star Celebration.



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Picture 1 of 11

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## Service Star of the Month – October 2014

Comments: 0

09/12/14

by Sheila Caballero



Josephine Ritz, RN  
Development

The legacy of Josephine Ritz, RN, spans 65 years. Over that time, the tireless educator, mentor and fundraiser has made a mark on countless lives.

Ritz was an educator for 27 years at The Allentown Hospital School of Nursing. During that time she taught more than nursing skills. She also modeled how to be a compassionate professional. More than 2,500 students passed through her classroom and into professional careers that touched millions of lives in the Lehigh Valley and beyond.

While she is most respected for training skilled professionals, she is beloved for her caring heart and generous spirit. One former student expressed the support, encouragement and kindness Ritz showed her during a trying time in her life with the words: "I want to thank Mrs. Ritz for her help in my time of need. In my senior year of nursing school I found myself homeless and penniless after leaving a home life full of turmoil....You have no idea how your help has impacted my life." That student went on to a successful career in nursing, earned her MSN and now works in nurse informatics.

A steadfast champion of nursing education, Ritz's impact is wide-reaching. After attempting to retire in 1989, her knowledge and skills were tapped days later for a new position in philanthropy. Her work there is still evident today in the Friends of Nursing (FON) program and gala. Now when asked if she'll ever stop working, Ritz says, "It's too late to retire."

Today, at age 88, her passion and energy haven't waned. Because of her extraordinary commitment and dedication to personal relationships, she's raised more than \$25 million in gifts to help elevate LVHN to Magnet® status. And her work continues.

Nominators Pat White, Lise Twiford and Mary Ellen Herzog say, "Ritz has a passion for better nursing and is motivated by her motto: Nursing needs money. Scores of personal notes and donations in her honor bear this legacy out. It's clear that former students, physicians and colleagues are motivated by her example and grateful for her contributions all these years." As one admirer expressed, "She's a gem."

[Add a Comment](#)

## Our Shining Stars

Comments: 0

by Rick Martuscelli

### Meet our 2014 Service Excellence Award recipients

They are role models, exemplify our PRIDE behaviors and were honored at the annual Lehigh Valley Health Network (LVHN) Star Celebration gala. They're our 2014 Service Excellence Award recipients. See how they're helping us achieve The Triple Aim – better health, better care and better costs.

#### COMMUNITY SERVICE AWARD

Emily Mari, infusion services,  
LVH–Muhlenberg

During her 23-year LVHN career, Mari has devoted countless hours supporting patients with cancer. She helped organize numerous events that benefited our David Prager Patient Assistance Fund, which helps patients with cancer afford items such as rent, car insurance and groceries. Mari also supports Relay for Life and organized a Zumbathon that raised \$2,000 for patients battling cancer. She realizes how her work within our health network benefits the community. It's why she

championed many projects to improve the patient experience and workflow, and was one of the first colleagues on her team to receive LEAN certification.

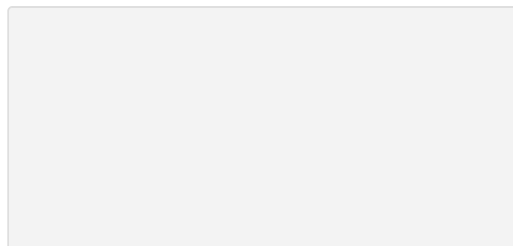
#### GULDIN AWARD FOR EFFICIENCY IN THE CLINICAL WORKPLACE

Perioperative services,  
LVH–Muhlenberg

Colleagues in the perioperative units prove you can give patients and families a better experience by working together and more efficiently. Collaborating with colleagues



Emily Mari



from organizational effectiveness, they eliminated pre-surgery inefficiencies and achieved tremendous results. Now, most ambulatory patients no longer go to the holding room preoperatively, reducing the need for patient hand-offs and giving

patients up to 45 minutes more with family. The day's first surgery is starting on time 87 percent of the time, which keeps the team on schedule the rest of the day. At their daily huddle, team members discuss their goals and share ideas to provide the safest possible care. The team is celebrating more than 300 days of quality without a serious event.



Perioperative services,  
LVH-Muhlenberg



Michael Miller

**GULDIN AWARD FOR EFFICIENCY IN THE NONCLINICAL WORKPLACE**

Michael Miller, revenue cycle systems

Miller took insurance eligibility verification to a new level. He worked two years to develop Passport's Registration Quality Assurance (RQA), a web-based tool that identifies registration inaccuracies early and allows colleagues to correct demographic and insurance discrepancies quickly. Instead of colleagues having to manually find discrepancies in Passport's standard eligibility responses, RQA finds it for them and alerts them if there is an issue. RQA improves demographic and

insurance data accuracy; increases patient satisfaction because fewer bills are sent; decreases insurance denials, accounts receivable, bad debt and corrections billers must make to submit insurance claims; finds process flaws and more. Departments that started using RQA in April saw their error resolve rate improve from 42 percent to 87 percent.

**GULDIN AWARD FOR EFFICIENCY IN THE PHYSICIAN PRACTICE**

The billing and recording of services provided in our Transplant Center has been time-consuming for its financial counselor. In 2012, colleagues from the center, finance, patient accounting, Populytics and the HLA lab began a journey to discover efficiencies that would decrease the counselor's administrative workload and increase time spent helping patients. They developed patient identification cards to ensure proper

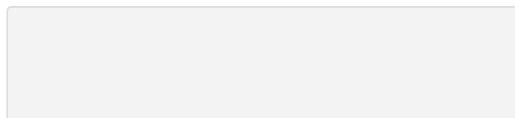


Transplant SPPI team

information is entered when patients register with a provider. They automated processes that determine patient eligibility and create reports. The manual entry of data into 15 different spreadsheets was reduced to seven. Work continues to make data entry fully automated. They identified an additional \$370,000 in charges for which we can be reimbursed by Medicare. Plus, the financial counselor now spends the majority of her time helping patients.

**MOST CREATIVE REWARD AND RECOGNITION AWARD**

Radiation oncology





Radiation oncology

Every year, new members join radiation oncology's Reward and Recognition (R&R) Committee. They have so much fun, colleagues who aren't on the team have reason to be a little jealous. Creating fun is part of the committee's job. This year, they held events in which colleagues celebrated a positive employee survey over breakfast, made their own trail mix, enjoyed a hot cocoa bar and played

games at a summer picnic. The fun continued with pumpkin carving, baby photo, wreath decorating and candy guessing contests. Money raised from raffles during these events is used to support the pediatric program in radiation oncology and families in need during the holidays. R&R activities are a great way for the radiation oncology team to celebrate accomplishments and enjoy each other's company.

**PHYSICIAN SERVICE STAR AWARD**

Sarah Nicklin, MD, hospice

Nicklin is driven to make each precious moment count for patients and families on the inpatient hospice unit. You'll find her on the unit (sometimes until 3 a.m.) providing compassionate, thorough, empathetic end-of-life care. Here are examples. She arranged a birthday party for a patient who had no family to visit her. She drew a picture for a patient's grandchildren to explain how the device in their grandfather's nose was comfortably controlling his nosebleeds. For a patient who felt unsafe around her husband but still wanted to see him, Nicklin made arrangements for her to have supervised visits with security present. She helped implement conferences held within 48 hours of each patient's arrival to identify what's important to the patient and family and develop a plan to obtain their goals, which have ranged from a simple visit from the family dog to a request to get married.



Sarah Nicklin, MD

**WALKING ON WATER AWARD**

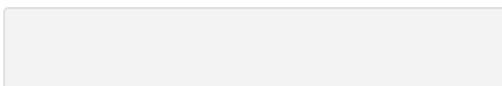
Brett Feldman, PA-C  
Hospital medicine

Feldman is passionate about caring for our community's underserved. The physician assistant organized a free, weekly medical clinic that serves residents and clients at Safe Harbor Easton, an emergency and transitional shelter. About 70 of the 100 people who come each day have no medical care whatsoever. Now Feldman is among a team of caregivers providing Street Medicine. Carrying a backpack filled with basic medical supplies, he provides care to homeless people in alleys and

under bridges. A homeless person who comes to the ER or is admitted can request the service. A member of the Street Medicine team meets with the patient and begins to build a relationship and establish trust. The Street Medicine program has reduced length of stay and readmission rates in this group of patients.

**MARK J. YOUNG, MD, SERVICE EXCELLENCE AWARD**

Debbie Salas-Lopez, MD





Department of medicine

Salas-Lopez not only considers a patient's symptoms and cultural background, but also the social factors that may have contributed to his or her condition. Under her leadership, her department spearheaded community projects for uninsured and vulnerable populations. These include support of Allentown's Adopt an Apartment program for area homeless, sustaining a monthly health clinic at the Sixth Street Shelter, championing our Street Medicine program and providing health education for patients with diabetes and obesity. Salas-Lopez also worked to enhance access to our cancer services. Her efforts resulted in a 200-percent increase in the number of minorities participating in clinical trials, more than 200 patients receiving colonoscopies following community outreach efforts, and more than 2,500 women receiving mammograms and Pap tests following culturally and linguistically appropriate education.



Debbie Salas-Lopez, MD

**SERVICE STAR OF THE YEAR AWARD**

Brooke Deisher, RN  
Transitional trauma unit

When a patient's wife made the difficult decision to withdraw life support for her husband, Deisher comforted her. The woman – who walks with a cane following a stroke – was coping with many problems. She lives with and cares for her daughter (who has mental disabilities), her son and wife (who also suffers from mental illness), and their three children. The woman told Deisher her electricity had been turned off. Deisher called the power company, explained the situation and got

power restored. Deisher also learned the woman's other son was to arrive at the airport later that night. To ensure the son arrived in time to say goodbye to his father, Deisher arranged to have a security colleague pick him up.

[Add a Comment](#)

**Service Star – September 2014**

Comments: 0

08/19/14 by Ashley Miller



## Alice Wall, RN, Lisa LaBar and Devin Nelson, RN Emergency Department, Lehigh Valley Hospital–Cedar Crest

Joan Schultes has a front row seat to the full spectrum and drama of the human condition as a case manager in Lehigh Valley Hospital–Cedar Crest’s emergency department (ED). She is a regular witness to the best and worst of the human spirit, and is frequently amazed by the daily miracles colleagues perform despite the pressures and pace of the ED.

This summer, she watched in awe as colleagues Alice Wall, RN, Lisa LaBar and Devin Nelson, RN, acted with exceptional professionalism, respect and kindness while treating a patient in their care. An emergency medical services team transported the patient to the ED after finding her in a home environment described as being in “Hazmat condition.” An examination revealed she had neglected basic personal hygiene for a significant amount of time. She also had numerous medical conditions.

While the patient’s physical condition was shocking, Wall, LaBar and Nelson displayed profound compassion and maintained their professionalism as they worked to restore the woman’s dignity. The colleagues – bathed her, washed her hair and provided oral care. They politely bagged her belongings and offered reassurance.

Sometime later, the woman’s daughter arrived at the hospital to find her mother restored to a condition of dignity. This provided reassurance that her mother’s health needs would be appropriately assessed and she would get the medical treatment she deserves.

“I admire these colleagues and the entire ED staff for all the miracles they perform daily in the lives of our patients,” says Schultes, who nominated Wall, LaBar and Nelson for the award.

### THINGS TO REMEMBER WHEN NOMINATING A SERVICE STAR:

- ▶ **Choose a colleague or a team** of colleagues.
- ▶ **Tell a story.** Specifically explain how the colleague or team did something extra special.
- ▶ **All colleagues and teams** can be nominated. You don’t have to provide direct patient care to be a Service Star.

### Next steps

- [Nominate a Service Star](#)

- Congratulate these nominees:

**Maria Martinez** – emergency department, LVH–Cedar Crest

**Joan Schultes** and **Beth Budick**, case management, and **Nancy Robson, RN**, emergency department, LVH–Cedar Crest

**Marie Gutekunst, RN** – 6T, LVH–Muhlenberg

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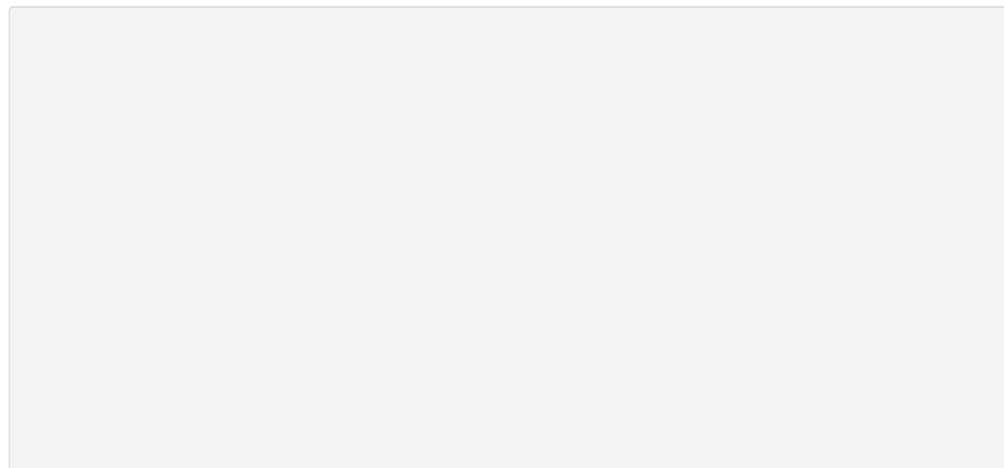
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## Service Star of the Month – August 2014

Comments: 0

07/16/14 by Sheila Caballero

Heather Reph, RN  
5T, Lehigh Valley Hospital–Muhlenberg





Heather Reph, RN

During the day, the hospital is alive with the hum and buzz of adrenaline-laced activity. But at night, muted footfalls and hushed tones fall on patient units like a soft blanket. It's an atmosphere that lends itself to quiet reflection and important conversations. It's also where Heather Reph, RN, forms friendships and forges support for patients in her care. Reph works night shift on Lehigh Valley Hospital–Muhlenberg's 5T.

Her professional reputation equals her personal one. Colleagues describe her as "tenacious" in her dedication and capacity to care for patients and make their lives better. They often are in awe of Reph's ability to form friendships with patients in those quiet evening hours – and to devise ways to improve their time on earth. Reph's tenacity was on full display when a patient learned cancer had spread and she had limited time left. The woman was devastated, and so was Reph. Making the news more difficult was the fact that the patient's son was due to be married and she most likely wouldn't live to see the celebration.

Determined to make a difference for the woman and her family, Reph organized a pre-wedding event. She reached out to a local business owner and arranged a special evening to give the patient the mother-and-son dance she would surely miss. A DJ and photographer also donated their services. The night of the party, the patient danced with both her sons while a photographer documented the occasion.

The patient passed away March 14, 2013, but not before Reph gave her keepsake photos and memories that will stay with her family forever. Nominator Cheryl Morgan, RN, says, "The event was a bittersweet gift of love from a wonderful and caring nurse who isn't afraid to look adversity in the face and change lives through the power of friendship."

[Add a Comment](#)

## Fresh Starts

Comments: 0

by Admin

There's nothing like the start of a "new year," whether it's a fiscal year, school year or calendar year. A fresh beginning is invigorating and gives us an opportunity to reimagine and revise processes in our lives, inside or outside of work.



Terry Capuano, RN  
Chief operating officer

If your New Year's resolution needs a fresh start, you have another chance. Start our new fiscal year by completing your Health and Wellness Assessment on [MyPopulytics.com](http://MyPopulytics.com) by Aug. 29. That simple step ensures you can enroll in a Choice Plus health plan for 2015 during Open Enrollment – but that's not all. The Health

and Wellness Assessment is an excellent way to identify an area of your health on which you can improve. Is stress a problem? Not enough exercise weighing you down? Use the assessment to set an achievable goal. Then take steps to change the path you're on. Medical assistant Kayla Freudig says her health is a "work in progress," but goals help her stay on track, as you'll see when you read her story. So use your goals and wellness dollars to reach a better state of "you."

### Fresh Ideas

How important is saving time? At the [June Leader-to-Leader meeting](#), we heard from three colleagues who graduated from the LVHN Lean certification class. While each represented different clinical areas, their passion for improving the patient experience resonated with me. In each case, the Lean grads found ways to improve the use of time (whether reducing patient wait times for an appointment or increasing the likelihood patients arrived on time for treatments), or they reduced length of stay for observations – improvements that increase patient satisfaction and control costs.

Even if you haven't taken a formal Lean certification class, you probably have some ideas that could help improve things. So start today – don't wait until next week. Use your daily huddle as a sounding board to ask, "What can we do better?" Then begin by implementing one new idea. Your fresh ideas could make a difference in the way we reach our [Triple Aim goals: better health, better care and better cost](#).

### Fresh Views

Our goals of People, Service, Quality, Cost and Growth are getting a fresh view to coincide with the Triple Aim. The Triple Aim was developed by the Institute for Healthcare Improvement (IHI) as a framework for better health and care at a better value. The principles of this model are based on patient outcomes and quality of care, and will incorporate our focus on our people as well as the other goals we value. It's a fresh approach to how we think about, plan for and develop goals. And we're already taking steps toward the Triple Aim with the implementation of the Epic electronic medical record to achieve better care and care transitions, and simply by taking an active role in our own health with check-ups and completing our Health and Wellness Assessments to achieve better health.

And as we begin this new fiscal year, you also will hear from our acting president and chief executive officer, Brian Nester, DO, who will share his perspectives on value based care and the best ways to implement health care reform. With his leadership and your partnership, we can work together to achieve the Triple Aim.

It's a new fiscal year with new goals. LVHN, let's get started.

[Add a Comment](#)

## Service Star – July 2014

Comments: 0

06/17/14 by Admin



Corinne Solt, RN, and Amy Serfass, RN

Many colleagues provide emotional support for patients and their families. It's not often they're called to fulfill a dying patient's last wish, but that's exactly what Corinne Solt, RN, and Amy Serfass, RN, did for a patient who touched their lives.

A home care nurse, Solt was caring for a woman undergoing lung cancer treatment for three years. They became so close the woman asked Solt to be there for her family as she neared the end of life. When the woman transitioned to home hospice care, Serfass, a hospice nurse, cared for her. Recognizing the special bond between Solt and her patient, Serfass stayed in contact with Solt to share information about the woman.

As the woman's condition worsened, she expressed a nearly impossible wish to see her mother one last time. Paralyzed and unable to travel, the woman's mother is a resident of a skilled nursing facility. Undaunted by the improbability of making her wish come true, Solt, Serfass and the woman's daughter devised a plan.

On the day the patient's wish was fulfilled, Solt traveled to the nursing home to meet the patient's mother, while Serfass stayed with the patient. Using FaceTime technology, the nurses used their cellphones to connect the dying woman and her mother in an emotional reunion.

"It's a moment that will always stand out in my nursing career," Solt says. "It was an honor to work with Amy. She provided phenomenal care to our patient throughout hospice and went above and beyond to share case information with me so I could be there for the family when the time came." When the woman passed away, Solt was there for the family as promised.

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#### NEXT STEPS

- ▶ **Nominate a Service Star**
- ▶ **Congratulate these nominees:**
  - **Heather Olga White, RN** – trauma-neuro intensive care unit
  - **Julio Velazquez** – security
  - **Lauren Sysko, RN** – transitional skilled unit
  - **Rick Gehman, John Lembach and Dan Loch** – engineering
  - **Elsa Moyer, RN** – emergency department, LVH-Muhlenberg
  - **Chen Fontaine** – security
  - **Jury McHale** – interpreter services
  - **Kathy Felix and the cardiac intensive care unit team**

“By collaborating, the nurses were able to provide incredibly compassionate care to a dying woman and her family,” say nominators Jeanne Vogt, RN, and Chris Renninger, RN. “They fulfilled very personal promises that helped ease the emotional burdens of a special patient.”

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< [Glenn Mackin, MD, Takes Detailed, Yet Light-Hearted Approach to Care for Neuromuscular Disorders](#)

Wellness Wednesday – Give Your Eyes a Break

## Know a Colleague Who Gives Back?

All colleagues contribute to Lehigh Valley Health Network's (LVHN) mission to heal, comfort and care for the people of our community. Some go beyond that. When they're not at work, they volunteer their time with community organizations that help individuals in need or make the Lehigh Valley a better place to live.

Do you know a colleague who volunteers outside LVHN throughout the year? We're looking for some great examples to share in an upcoming CheckUp story. Send an email to [Gerard Migliore in marketing](#) that briefly describes your colleague's volunteer work. Please include an email address or other way to contact that person. We'll pick several of these colleagues and feature them in the December CheckUp. **(Please reply by Thursday, Oct. 9 for the best chance to be included.)**

This entry was posted by [Gerard Migliore](#) on September 30, 2014 at 3:14 pm, and is filed under [Be Inspired](#), [Connect with Colleagues](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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### We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.

11,212



Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

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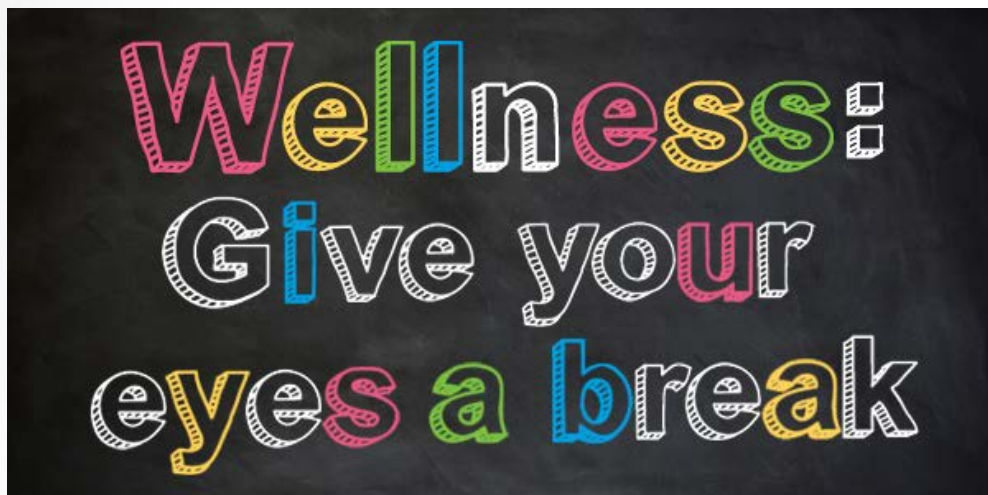
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[« Know a Colleague Who Gives Back?](#)

Preparing for Wave 2 – Super Users Key to Readiness [»](#)

## Wellness Wednesday – Give Your Eyes a Break



Do you have headaches, blurred vision, or dry, sore eyes? Do you work in front of a computer all day? If so, you might be suffering from “computer vision syndrome.” This condition occurs when a person spends too many hours in front of a monitor. Most adults who stare at a computer screen for lengthy periods report some degree of eye trouble.

LVHN ophthalmologist [Masayuki Kazahaya, MD](#), says there is no evidence computer vision syndrome causes long-term eye damage. “Most vision problems that occur while working at a computer are temporary and can be alleviated – or even prevented – by following some simple strategies,” Kazahaya says.

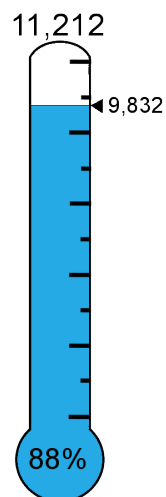
This week’s wellness challenge: Practice these tips to prevent vision problems at work:

- **Avoid glare on your screen.**
- **Position the top of your computer monitor about 4 inches below eye level** so your head tilts slightly downward.
- **Place the computer screen 24-36 inches away from your face.** (Children should place the screen 18-28 inches away.)
- **Remember to blink.** Computer users have a tendency to blink less often than they should, which can cause dry, itchy eyes.
- **Get regular eye exams.** Computer-related eye problems are more likely if you already have a vision problem such as nearsightedness or if your eyeglass prescription is outdated. “Eye strain quickly goes away when the vision problem is resolved,” Kazahaya says.
- **Follow the 20/20/20 rule.** Every 20 minutes, fix your eyes on something at least 20 feet away for at least 20 seconds. This allows your eyes muscles to relax.
- **Take a 10-minute break every hour.** “If you do start to develop symptoms – such as your eyes begin to strain or burn – look away from the computer and do something different, like return phone calls,” says occupational health specialist [Richard Goy, MD](#).
- **Consider computer eyeglasses.** By your mid-40s, you begin to lose the ability to focus on things close to you, what doctors call presbyopia. Middle-distance vision also

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### KEYWORDS

may begin to decline around this age. If your computer screen remains a blur after making the above changes, ask your eye doctor about getting a prescription that corrects for middle distance.

Do you have a topic or question for Wellness Wednesday? Leave a comment and let us know what you want to read about.

This entry was posted by [Amanda Coe](#) on October 1, 2014 at 3:00 pm, and is filed under [Live Healthy](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

## One comment

Cynthia Spence 2 DAYS AGO

Great topic!

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## Preparing for Wave 2 – Super Users Key to Readiness



As the Epic electronic medical record transformation (EMR) at Lehigh Valley Health Network (LVHN) moves closer to February's [wave 1 go-live in our ambulatory settings](#), work continues behind the scenes preparing for the August 1, 2015 wave 2 go-live at LVHN's inpatient sites. While August may seem far off, preparation is the name of the game for an Epic go-live and the project is ready to

bring in a new wave of super users as part of that readiness preparation.

### Counting On 1,100 Wave 2 Super Users

The February 2015 ambulatory go-live requires over 600 non-provider super users...but inpatient go-live requires nearly double that number. "We need around 1,100 inpatient non-provider super users to be trained and ready for August 1 go-live," LVHN super user coordinator, Richard Wall, says. "We're kicking off our recruitment early just to ensure we reach that number."

Super users provide at-the-elbow support to colleagues in their work areas and are considered a key factor in the successful roll-out of Epic. Wave 2 roll-out includes all inpatient areas, as well as scheduling, registration and billing. "Not only will inpatient super users help their colleagues at go-live, they will also help provide support for any new employees who join their area in the future. Plus, we'll keep you in the loop when updates are made to the EMR so you are always informed about improvements."

### "You Know You're a Super User If..."

You've probably heard variations of this fill-in-the-blank phrase, "You know you're a \_\_\_\_\_ if..." Well, when it comes to super users, "You know you're a super user if you're...":

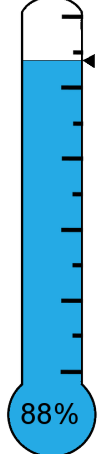
- o Knowledgeable about clinical and operational workflows, plus policies and procedures
- o A good communicator and active listener
- o A problem solver
- o Able to break down complex concepts
- o Respected by peers as a go-to person and viewed as a trusted resource
- o Open and adaptable to change
- o Outgoing and enthusiastic
- o Patient when faced with stressful situations
- o Positive about your unit, LVHN and the Epic project
- o Approachable, personable and friendly

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### KEYWORDS

One trait that's worth repeating from that list is the spirit of positivity. "We realize the implementation of new technology can bring on stress, but super users have a unique way of managing it and staying positive while helping their colleagues succeed," Wall says. "Among all of the colleagues who work in our inpatient areas, we know we can find 1,100 inpatient super users who have that positive quality, plus many more from that list of super user traits."

### Wave 2 Super User Sign-up

The call for super users for wave 2, inpatient setting super users is now officially active. (See [this site for more wave 2 super user information.](#)) "Colleagues can self-identify themselves as a wave 2 inpatient super user candidate or their manager may recommend that they apply," Wall says. "In either case, your manager will be contacted and must approve your commitment to the super user program."

As part of LVHN's green initiative for the Epic project, we are utilizing an online application. You can find the [online super user application](#) on the LVHN Epic intranet site, within the [super user section](#). And be sure to sign up by the deadline: January 16, 2015.

"Join us on this Epic journey and help us implement one of the largest EMR projects that LVHN will undertake," Wall says. "With your support, we can smooth the transition and integrate Epic fully into LVHN."

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### Your Epic Datebook

**Beginning December 1:** Wave 1, ambulatory [super user](#) training:

**Beginning January 5, 2015:** Wave 1 end user training

**January 16, 2015:** Deadline for Wave 2 inpatient super user applications

**February 18, 2015:** [Go-live for Wave 1, ambulatory settings](#)

**August 1, 2015:** Go-live for Wave 2, inpatient settings

Keep up with news about the LVHN Epic transformation on the [LVHN Epic intranet site](#).

This entry was posted by [Jenn Fisher](#) on October 2, 2014 at 5:26 pm, and is filed under [Get News](#), [Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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## Glenn Mackin, MD, Takes Detailed, Yet Light-Hearted Approach to Care for Neuromuscular Disorders

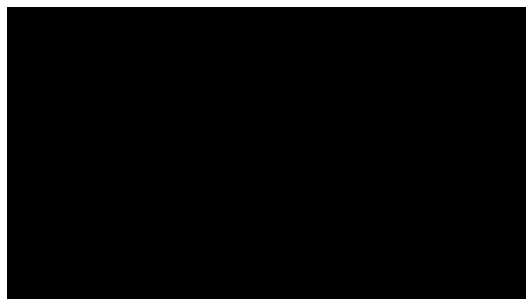
We are producing videos of our doctors and advanced practice clinicians (APC) to help our community find trustworthy health care providers. We will share them here to introduce you to these colleagues. You'll learn about their personality, philosophy of care and inspiration for practicing medicine. These videos are embedded in our website's [Find a Doctor](#) tool, where you can learn about each provider's educational background and more. Enjoy!

As a board-certified neurologist who specializes in [neuromuscular disorders](#), [Glenn Mackin, MD](#), deals with serious matters and takes a very detailed approach. But he does it in a light-hearted way.

"We laugh a lot," he says. "The core of taking care of patients is that relationship. It's trust, it's a comfort level, it's an ease."

Mackin sees patients at [Lehigh Neurology](#). He also is board-certified in clinical neurophysiology, neuromuscular medicine and internal medicine.

Get to know him with this video.



This entry was posted by [Alyssa Young](#) on September 30, 2014 at 2:18 pm, and is filed under [Connect with Colleagues](#), [Watch](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

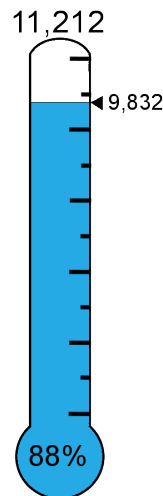
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### We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.



Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

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### KEYWORDS

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