

Colleagues Honored at Star Celebration-Photos

Events recognize colleagues' achievements and service.

Service Excellence Award Recipients-Photos

They make outstanding contributions to LVHN.

Get Your Free Turkey Nov. 13-16

Print your certificate on PRIDEpoints.

Free Professional Development Classes

Enroll today. They're available to all colleagues.

Lynn's Turn: The Majority Rules

Simply put, colleagues are great people says Chief HR Officer.

Leaders Accelerate Access to Care

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See the Virtual Ribbon Cutting

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Retirement Income Strategies Seminar

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New Endowed Chair Holders Celebrated

Learn their plans to support education and research.

This Week's United Way Winners

If you donated, your name may be on the list.

Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.

How a Lactation Consultant
Can Help »

Colleagues Honored for Service Excellence and Years of Service at Star Celebration 2017 – PHOTOS

BY [RICK MARTUSCELLI](#) · OCTOBER 30, 2017

Colleagues celebrating five, 10 and 15 years of service were honored at a Star Celebration event held at SteelStacks in Bethlehem on Monday, Oct. 23. Two nights later, more than 600 colleagues, family members and friends attended another Star Celebration event at SteelStacks. This event honored colleagues celebrating 20 years of service at LVHN or more (in five-year increments). Also honored were the recipients of our Service Excellence Awards, which recognize colleagues and teams who have made outstanding contributions to our health network and consistently demonstrate our PRIDE behaviors.

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Enjoy photos from both events (above) and meet some of this year's Service Excellence Award recipients.

Service Excellence Award Recipients

Most Creative Reward and Recognition Program Award

Volunteer Services Colleagues



No one deserves to be rewarded and recognized more than our volunteers. This year, they received “star” treatment at our annual Volunteer Recognition Luncheon, an event organized by colleagues from volunteer services. The theme of the luncheon was “A Night at the Oscars.” When volunteers arrived at the event at SteelStacks, they walked a Red Carpet and were greeted by members of the volunteer services department wearing evening gowns and tuxedos. Paparazzi snapped their photos, roving reporters asked them questions about their Oscar-worthy moments, and honorees were presented with awards. Colleagues planned every detail: from the delicious menu, to the chocolate “Oscars” given as gifts, to the old movie clips and songs that were played to set the mood. During the program, volunteers were honored for their years of service. They received bouquets of flowers, and two scholarships were presented to outstanding teen volunteers. It was a fun, beautiful and meaningful event for all our volunteers.

Star Mentor/Coach Award

Cathy Coyne



Not only is Coyne (left) a great mentor, she also helps create a healthier community. As the Director of Health Advocacy and Policy in the Department of Community Health, Coyne knows it takes a special skill set to care for people facing socioeconomic challenges. That's why she brought the Health Advocacy Program to LVH-17th Street. The program educates colleagues and college students to become health advocates. It teaches them to connect patients to services that meet their basic needs and affect their health outcomes. Those in the program receive constant support from Coyne. She inspires students to understand the challenges people with low income face in getting and staying healthy. She is always willing to share her experience with various resources, opportunities and networks. She works tirelessly to find grants to create more opportunities for professional development. Coyne gives students the support they need to build their resumes, and more important, grow to become exceptional health care professional.

Guldin Award for Efficiency and Innovation in the Nonclinical Workplace

Donna Stout and Tricia Wilson



Stout and Wilson are members of the Continuing Education Program team. It's a small group with a big job. They provide educational opportunities for colleagues that enhance patient care and ultimately improve patient outcomes. With Epic training requirements on the horizon, this team of two needed to find ways to provide education more efficiently. First, they began creating a paperless office by scanning and filing documentation online. Next, they worked with I/S to implement a process that allows colleagues to sign in for educational activities by swiping their badge, enhancing attendance accuracy and documentation efficiency. Then, Stout and Wilson worked to create an online tool that captures attendance records, activity summaries, evaluation data and more. The year these new efficiencies launched, the Continuing Education team handled 828 activities, reaching nearly 24,000 clinicians. Two years later with streamlined processes in place, they produced nearly 1,200 activities reaching nearly 35,000 clinicians.

Guldin Award for Efficiency in the Clinical Workplace

Kim Korner



As LVPG's Administrator for Clinical Services, Korner is a true visionary and exceptional leader who works tirelessly to create a better patient and colleague experience. She empowers colleagues to develop and implement standard work, resulting in more efficient workflows and greater patient satisfaction. She proactively strategizes to make clinical resources easily accessible for colleagues to utilize. Over the last year, Korner worked tirelessly with a multidisciplinary team on the redesign of clinical services metrics, fostered transparent communication, acknowledged the quality work of others, and helped facilitate a sign-on bonus to qualified and experienced medical assistants who join our team. Korner builds bridges between LVPG leadership and front-line staff to ensure practice concerns, issues and recommendations are addressed. She also maximizes everyone's role by promoting team-based care.

Guldin Award recognizes Efficiency and Innovation in the Physician Practice

LVPG Internal Medicine—West Broad



The great Kermit the Frog once said, “It’s not easy being green.” But this team knows that with a little teamwork and ingenuity, you can make all of a practice’s quality metrics “green.” Here’s how they did just that. First and foremost, they follow LVPG protocols to a “T.” Teamwork helps too. Physicians and medical assistants are working more closely together to improve communication between each other and the patient. As a result, patients are more involved in their care and more comfortable seeing their medical assistant if the physician isn’t available, which improves patient and colleague satisfaction. The practice also optimized colleagues’ roles. The triage nurse is now focused on addressing the needs of patients who call with questions, and the clinical coordinator is focused on helping clinicians address opportunities for improvement. When someone needs a hand, members of this team are always ready to help. For example, if a medical assistant needs extra time to prepare for a patient’s visit, another medical assistant will escort the patient to the exam room to give their colleague a little more time. The practice also implemented a “lean” inventory control system to ensure the supply room and lab are properly stocked. If Kermit had this team on the Muppet Show, he’d sing, “It *is* easy being green.”

Meet More 2017 Service Excellence Award Recipients – PHOTOS

BY [RICK MARTUSCELLI](#) · NOVEMBER 1, 2017

At the Star Celebration event on Oct. 25, we honored the recipients of our Service Excellence Awards, which recognize colleagues and teams who have made outstanding contributions to our health network and consistently demonstrate our PRIDE behaviors. [The stories of five award recipients](#) were posted on LVHN Daily earlier this week. Here are stories about the remaining recipients.

Service Excellence Award Recipients

Mark J. Young, MD, Service Excellence Award

Kimberly Brown, MD



The list of things Brown does to create a healthier community is lengthy and impressive. She cares for kids in our Children's Clinic and oversees clinical services delivered in local school districts as medical director of our School Health program. But that's just the beginning. She was a founding member of the clinic's Reach Out and Read program, which incorporates books into pediatric care. In 1996, she founded the Specialty Clinic for HIV so children wouldn't have to travel for care. Today, she's focusing on two specific pediatric conditions: asthma and obesity. In 2010, Brown helped implement the Community Asthma Education Program to teach children and their families about the condition, the

importance of taking medication and controlling environmental triggers. To help children facing obesity, Brown helped design a protocol to ensure these children are screened for common conditions caused by being overweight. She's also conducting research to identify the best food choices for infants and young children to prevent obesity. Finally, Brown helped design a data-collection tool that helps us understand and address the social needs of the families we care for in the Children's Clinic.

Walking on Water Award

Damarie Lugo



Lugo is a Community Outreach Liaison in the Center for Women's Medicine. But the colleagues who nominated her for this award think she needs a new title. They suggest "Health Care Humanitarian" or "Patient Care Specialist Extraordinaire." Here's why. When a pregnant woman in need of prosthetic legs needed assistance, Lugo singlehandedly secured funding to help the woman get her prosthesis. Then, she accompanied the patient to all her medical appointments to ensure she got the care she needed. Here's another example. A young woman without family was diagnosed with terminal breast cancer. Lugo helped her obtain medical assistance, found an apartment for her and her 3-year-old son, helped furnish the apartment and accompanied the patient to her doctor appointments and chemotherapy sessions. Lugo is on a constant quest to help people in need get the food, clothing and shelter they deserve. She reminds all of us why we chose a career in health care: To help people.

Physician Service Star Award

Gary Tarola, DC



Tarola has been recognized by the chiropractic community as one of its great leaders. At LVHN, he's proving to be a leader in the medical setting as well. Not only is back pain a common condition worldwide, it's also one of the costliest conditions. It can lead to billions of dollars in unnecessary imaging and contributes to our nation's opioid abuse epidemic. Tarola is doing something about it. He's conducting research to compare the cost of back pain episodes using chiropractic versus other treatments. He developed standards of care for patients with low back pain and created online educational resources to help colleagues care for this common condition. The colleague who nominated Tarola for this award has worked with him for 31 years. She says, "He is the finest doctor I ever met and one of the finest people I have ever known."

Community Service Award

Department of Education Community Service Committee



Members of this committee bring LVHN's mission to life. The long list of ways they help people shows they're especially good at one thing, collecting stuff. They collected and donated:

- Two boxes of school supplies for our Stack the Pack project
- Holiday turkeys and 200 pounds of food for the Second Harvest Food Bank
- Gifts for a Meals on Wheels recipient (They delivered meals to 36 community members too.)
- Two boxes of supplies for our Hackerman-Patz House guests
- A harness, collar, treats and other supplies to help a local K-9 police officer

This team also knows we are members of a global community with a responsibility to care for all fellow human beings. That's why they:

- Collected hygiene kits, including 200 water purification tablets, for a clinical team traveling to Haiti
- Sent personally designed cards to hospital workers at the center of the Orlando Pulse nightclub tragedy

Through it all, they remain focused on giving our patients the exceptional experience they deserve. That's why they:

- Collected coloring books and crayons for our Pediatric Trick or Treat program
- Created more than 300 handmade Valentine's Day cards for patients in Lehigh Valley Children's Hospital and our infusion centers

Print Your 2017 Turkey Toss Certificate on PRIDEpoints

BY [EMILY SHIFFER](#) · NOVEMBER 3, 2017

This is LVHN's seventh annual "Turkey Toss," which provides one free 12-14-pound frozen Jaiendl turkey per colleague as a holiday gift. **Reminder for Lehigh**

Valley-area colleagues: Your free turkey certificate is not in the mail. Instead, please visit the PRIDEpoints portal and print your turkey certificate from there. See instructions below.

Here are answers to some frequently asked questions (FAQ) about our annual turkey giveaway:

Free Turkey FAQs

Where is my free turkey certificate?

If you are employed by a Lehigh Valley-area location of LVHN, your personal turkey certificate is on the PRIDEpoints portal.

Here's how to get your turkey certificate:

1. Click on the PRIDEpoints button found on your Single Sign-on (SSO) toolbar. It will take you to your personal PRIDEpoints landing page.
2. Look for the Turkey Toss button in the **left column** of the PRIDEpoints landing page.
3. Click on the Turkey Toss button. Your personalized certificate will populate with your name and a coupon number.
4. **Print the certificate.**
5. Turn in the certificate for a free frozen turkey.

Is there an expiration date?

Yes, this year an expiration date was added to the turkey certificate. **Please print and redeem your certificate no later than Jan. 31, 2018.**

When and where are drive-up turkey distributions scheduled?

Drive-up turkey distribution takes place on two dates in the Lehigh Valley. Also, there is one date in Pottsville, one date in the Poconos and one date in Hazleton, in case these locations are more convenient for you. At the drive-up Turkey Toss, only frozen, 12-14 pound turkeys are distributed. You must turn in the free turkey certificate that you printed from PRIDEpoints in exchange for a turkey.



Monday Nov. 13; 2-5 p.m.

Fairlane Mall parking lot, Pottsville

Tuesday Nov. 14; 2-5 p.m.

Laurel Mall parking lot, Hazleton

Tuesday Nov. 14; 2-5 p.m.

Kmart Plaza parking lot, Pocono

Wednesday, Nov. 15; 2-5 p.m.

Dorney Park parking lot, Allentown

Wednesday, Nov. 15; 2-5 p.m.

LVHN-Mack Boulevard parking lot (2100 Mack Blvd., Allentown)

Thursday, Nov. 16; 2-5 p.m.

LVH-Muhlenberg parking lot, Bethlehem

Turkeys are available on a first-come, first-served basis at the above locations.

Can my colleague pick up multiple turkeys for our unit?

Yes, as long as your colleague has room in the car and a PRIDEpoints certificate for each colleague's turkey.

Can I redeem my free turkey certificate at the Jaindl Farms Store?

Certificates are redeemable during business hours at Jaindl Farms retail location, 3150 Coffeetown Road, Orefield. Visit Jaindl.com or call 610-395-3333 for store hours.

If I redeem my certificate at the Jaindl Farms Store, what can I receive in exchange?

You may choose from:

- 12-14 pound frozen Jaindl turkey
- 8-10 pound Jaindl bone-in turkey breast
- 5 pounds of turkey barbecue (Pennsylvania Dutch style or pulled)

Can I donate my turkey or turkey certificate?

Yes, you may choose to donate either the certificate or a turkey to the person or charity of your choice. There is no donation process organized through LVHN, so if you wish to donate your turkey or certificate you will need to handle those logistics. If you donate the certificate, please remind the person or organization receiving the certificate that it expires on Jan. 31, 2018.

Free Professional Development Classes Available for all Colleagues

BY [SHEILA CABALLERO](#) · OCTOBER 30, 2017

You work hard to do your best every day by investing your energy, skill and passion to support our mission. Now the health network is increasing its investment in you. Beginning in November, colleagues across the health network will have access to a host of free professional development offerings designed to help you reach your personal and professional best.

Growing your skills

Our new portfolio of leadership development programs is an opportunity for colleagues at every level – and on every campus – to grow their skills. Some programs are designed to meet the needs of a particular audience such as physicians, leaders or managers. Others are geared for colleagues at every level of the health network – whether you work in our clinical or nonclinical areas, are a new colleague just starting out, or a colleague with many years of experience.



Adapting to change

Health care is always changing. As our region's health care leader, we need to adapt and change too. To do that, we're rolling out educational resources designed to help you develop the skills you need to meet challenges, support your peers and handle change with confidence. And to make it convenient for you to learn and grow.

Our new Academies are designed to help leaders and managers enhance trust and better support their teams – an important message we heard from our Colleague Survey. The Essentials program will help all colleagues increase their knowledge and skills around important workplace topics. Our on-line learning platform, Lynda.com, can be accessed anytime, anywhere. All these offerings will help create a robust workforce ready to lead and manage in the future.

Learn more about our new professional development resources below:

Essentials. Our Essentials sessions are available to all colleagues at every level of the organization. Current topics include [crucial conversations](#), building trust in relationships, managing bias in the workplace, understanding and managing conflict, and preparing for change. Review the [full schedule of](#)

[classes](#) beginning this November, then ask your manager for approval to attend. When you're ready, you can [sign up](#). *For all colleagues.*

New Manager Onboarding (NMO) is a collaborative program to welcome, engage and provide coaching and development for new managers to help them become comfortable in their role and maximize their contribution to the health network. NMO begins with a customized app that provides new managers with easy access to needed resources, and continues throughout their first year with short sessions that include Developing and Leading Your Team, Budgeting, Goal Setting, Performance Management and Conflict Styles interspersed with online “sparks” to stimulate thinking and foster connection. *For new managers with less than one-year experience.*

LVHN Management Academy is an interactive program designed to help managers solve real-world business challenges. The curriculum includes education on how to build trust and teamwork while improving performance. Participants must be nominated to attend. *For supervisors and managers with 2-3 years' experience.*

LVHN Advanced Management Academy is designed to guide our leaders' ability to influence, coach and provide direction to their people. Program participants gain the knowledge and skills to build trust, form cohesive teams, accelerate performance, and establish and deepen relationships across the network. Participants must be nominated to attend. *For directors and administrators.*

LVPG Physician Leadership Academy was designed in partnership with Lehigh University to integrate business management, leadership skills and strategic innovation to help physicians meet business challenges, drive new growth and increase brand opportunities. Participants must be nominated to attend. *For physicians and APCs.*

Lynda.com. Gain access to hundreds of management resources in short video format you can use for self-development and with your team at your next staff meeting. Topics range from business writing skills and effective communications to project management and financial planning. Contact [Linda Mejias](#) in Organizational Effectiveness to request a Lynda.com license. *For managers to use with their teams.*

The Conference Board. LVHN's membership with [The Conference Board](#) gives all our colleagues access to robust learning resources including free webinars, discounted conferences, expert briefings and free research services on any business topic. Get started by [creating a free account](#) with your LVHN.org email address. *For all colleagues.*

Catalysis. Catalysis develops educational programs and resources designed to transform health care. Visit [the website](#) to download free white papers, case studies, videos and other resources to gain insight on health care topics that include best practices, process improvement and organizational change. To access “members only” resources, contact [Linda Mejias](#) in OE. *For all colleagues.*

Organizational Effectiveness (OE) Website. LVHN's OE team offers expert resources on project management, Lean transformation, organizational development, colleague burnout, maintaining focus

and other important topics. Visit the [OE Learning Hub](#) on the intranet for a current list of topics and to [register](#) for Essentials classes. *For all colleagues.*

Investing in the future

These offerings are an investment in our future that will help us grow as individuals and as an organization. When we make a commitment to improve, we plant the seeds for excellence and create a work environment where colleagues and our patients can thrive.

Lynn's Turn: The Majority Rules

BY LYNN TURNER · OCTOBER 30, 2017

Since I wrote [my first blog](#) earlier this month in response to the bullying incident that was made public on social media, I've visited numerous units and departments to talk with colleagues. While some colleagues told me they've witnessed similar incidents before, the vast majority of colleagues had a completely different story to tell.

Time and time again, I heard stories about how colleagues are warm, engaging and helpful to one another, especially to new members of the LVHN family. And when I asked colleagues what they love about our health network – what keeps them at LVHN – they said they feel welcome here. They love to be part of a great team, and they appreciate working for an organization that helps them grow professionally and personally.



These conversations reinforced in me what I already knew. The overwhelming majority of colleagues are, simply put, great people. They're caring and compassionate, talented and dedicated. They're driven to help patients, families and colleagues, and they treat everyone with PRIDE (privacy, respect, involvement, dignity, empathy).

When someone is treated unfairly, the focus can be removed from all the characteristics that make us great. However, that's precisely the time for us to come together to send a message to those who don't practice PRIDE. Our collective message is this: When it comes to treating people with PRIDE, the majority rules.

If you see someone being treated unfairly, tell your supervisor or human resources (HR) consultant. We can't afford to have anyone on our team who is unwilling to make the PRIDE promise. You deserve to be treated with PRIDE always, as do all our patients and their loved ones. That's how we'll create and maintain a work environment where people are respected and can grow to be at their best.

I'm here to support and help you have an exceptional work experience at LVHN. That's why I'll continue to visit departments throughout our health network to learn about what's happening and to hear what's on your mind. If you'd like me to visit your department, email me at Lynn.Turner@lvhn.org and I'll

schedule a visit.

Until we meet and until my next blog, thank you for treating people with PRIDE and thank you for being in the majority. You rule!



A handwritten signature in black ink that reads "Lynn Turner".

About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

Leaders Accelerate Access to our Care

BY [RICK MARTUSCELLI](#) · OCTOBER 31, 2017

What can we do to ensure the people of our community can access LVHN services easily and quickly? That's what colleagues discussed during LVHN's annual leadership retreat at LVHN-Mack Boulevard on Oct. 26 and 27.

This year's retreat was titled "Accelerating Through the Art of Yes," which directly ties with our new ["Just Say Yes" appointment promise](#). We are making a promise to people who call an LVPG practice or 888-402-LVHN for an appointment to get them in "today, tomorrow or the next day." During the visit, we continue to say yes. When they need a test, we help them schedule it before they leave by providing them with a special phone that will connect them with the Access Center.

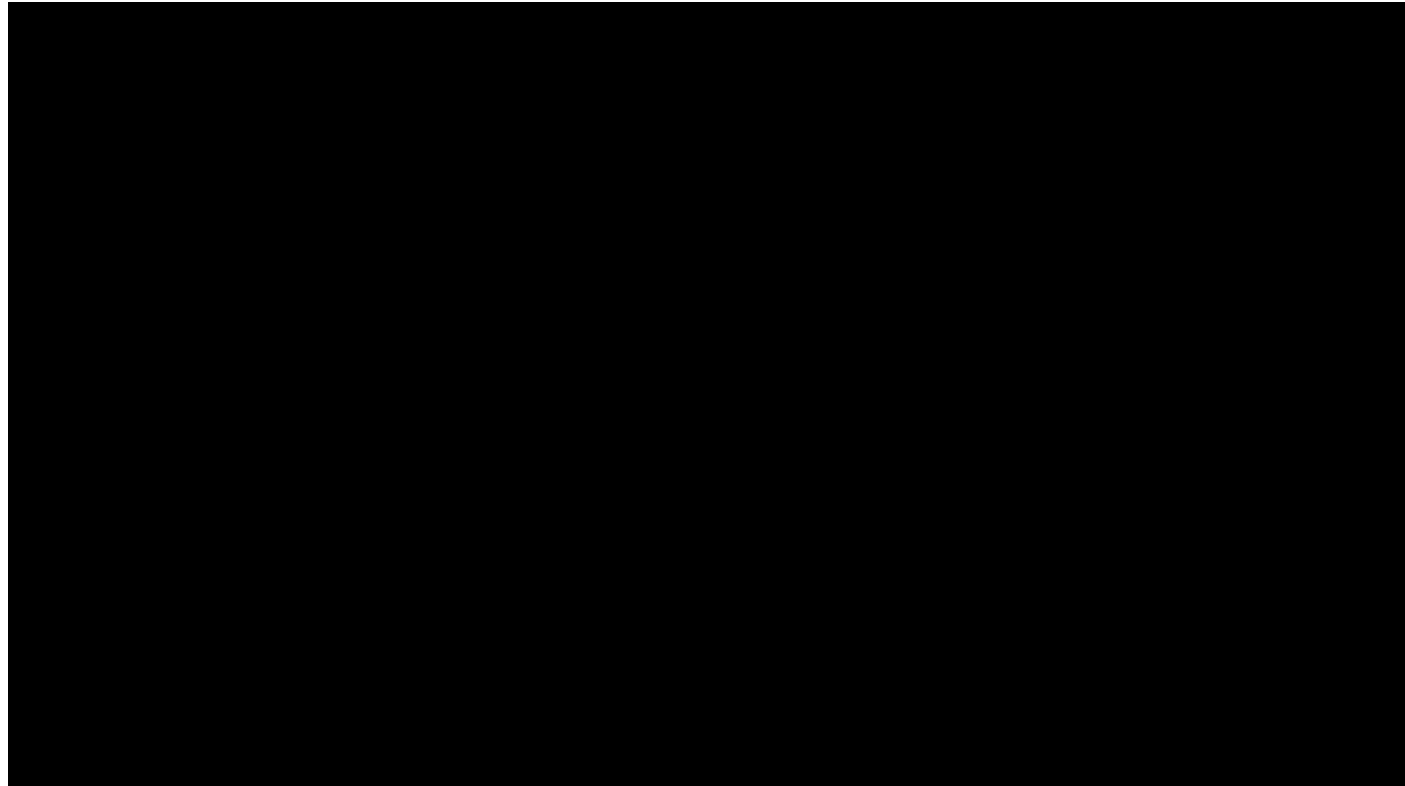
At the retreat, leaders inspired each other by brainstorming ways we can remove the barriers that are preventing patients from accessing LVHN services. Using their collective wisdom, creativity and strengths, colleagues are creating 30-, 60- and 90-day plans that will allow us to provide the access conveniences people expect and deserve.

You'll hear more about these plans when LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, conducts his State of the Health Network Address on Nov. 16. Visit LVHN Daily the week of Nov. 20 to watch videos and read a summary of Dr. Nester's presentation.



Air Products Center for Connected Care and Innovation at LVHN Officially Opens

BY [BRIAN DOWNS](#) · NOVEMBER 3, 2017



Officials from LVHN and Air Products “virtually” cut the ribbon to officially open the new Air Products Center for Connected Care and Innovation at LVHN at the health network’s One City Center location in downtown Allentown. The Air Products Foundation announced a major donation in November 2015 to launch the center.

“This space has special meaning,” said Brian Nester, DO, MBA, FACOEP, LVHN’s President and Chief Executive Officer (CEO). “It is intended to be a place to create, innovate, transform and reimagine how we provide care to our community.”

Nester said the vision for LVHN is to become an innovative leader in population health. He said with the support of Air Products – via a donation of \$5 million made through the Air Products Foundation – the dedicated space is now available for collaboration with the community, leading industries, educational organizations and other health care systems in the world to develop and implement innovative ideas that help to lower costs and provide better care and better health services to the communities LVHN serves.

Nester gave the example of LVHN’s Street Medicine program as an imaginative, innovative way to deliver better care at less cost instead of the homeless requiring more expensive emergency care in a

hospital ER when an illness or condition becomes more serious.

Using the Center's 16.3 feet by 4.6 feet interactive technology wall, Nester displayed maps identifying the homeless camps around the Lehigh Valley and said a geocoding system will be used to track the camps going forward. This will allow the Street Medicine team to continue to deliver primary and urgent care, including medications, lab tests and diagnostic studies to the homeless in their daily environment.

"We're looking to get ahead of their health problems," Nester said. "The earlier we can address their needs, the more success stories we will have. In this center, we will find ways for our community to stay healthier and happier longer than ever before."

Seifi Ghasemi, Chairman, President and CEO of Air Products, said, "As human beings, we are all connected. This Center for Connected Care and Innovation is a tangible reminder of our shared humanity – our unique ability as people to help each other make progress and keep advancing and moving forward."

The Air Products Center for Connected Care and Innovation at LVHN features customizable, open-space rooms that will allow for the testing of concepts, technologies or pilot ideas in a controlled setting.

According to Joe Tracy, LVHN's Vice President for Connected Care and Innovation, one of the co-developed connected-care innovations is LVHN's BabyCam. BabyCam uses high-end webcams in the neonatal intensive care unit (NICU) so that parents, grandparents, aunts, uncles, family and friends can connect securely to the cameras to see the new baby in the bassinet 24/7. These are LVHN's youngest, smallest and most acute babies who may be in the NICU for days, weeks or months.

"This program provides a level of comfort and peace of mind to family members and friends who may not be able to visit in person and regardless of where they live," Tracey said. So far, individuals from more than 100 countries outside of the United States have logged into BabyCam to view a newborn.

Other innovative programs on the drawing board at the Center include, but are not limited to:

- Post-operative follow-up visits from a patient's residence
- Expansion of LVHN's remote patient monitoring program for high-risk patients living at home with chronic diseases
- Virtual travel medicine visits for patient wanting to travel outside the United States

Retirement Income Strategies Seminar

BY [SHEILA CABALLERO](#) · OCTOBER 31, 2017

Are you between 55-65 years of age? Are you hoping to retire soon? Your future retirement income requires active planning now.

Please join VALIC for a Retirement Income Strategies seminar on Thursday, Nov. 9. This program focuses on the new retirement realities and how the essential income planning process can help you address the five risks associated with retirement: **longevity, health care, inflation, investment and withdrawal.**

Attend the Retirement Income Strategies program to learn how to:

- Identify your retirement income needs
- Identify traditional retirement income sources
- Identify major risks to your retirement income
- Take action in planning for your retirement

Date: Thursday, Nov. 9, 2017

Time: 6:30-8 p.m.

Location: LVHN–Mack Boulevard auditorium; 2100 Mack Blvd., Allentown

Reserve your spot for this seminar by registering online. Partners and spouses are welcome to attend. Refreshments will be available.

- Register at my.VALIC.com/seminars
- Registration code: LVHALL11AU

If you have questions, please contact the Colleague Benefit Resource Center at 484-884-3199.



VALIC – Social Security Seminar

BY [TED WILLIAMS](#) · NOVEMBER 2, 2017

VALIC Retirement, the company managing our retirement plans, will host the “Social Security Seminar” at the following locations:

Nov. 7 – 12-1 p.m., LVHN–Mack Boulevard room 6B

Nov. 8 – 12-1 p.m., LVH–Cedar Crest ECC room 5

Nov. 8 – 12-1 p.m., LVH–Muhlenberg ECC room D

Nov. 9 – 12-1 p.m., LVH–17th Street auditorium

Nov. 15 – 12-1 p.m., LVHN–One City Center room 8 East 2



Registration is required to attend one of these seminars.

[Click here to register](#) and enter one of the following codes:

For LVHN–Mack Boulevard seminar: LVHALL11BA

For LVH–Cedar Crest seminar: LVHALL11AO

For LVH–Muhlenberg seminar: LVHBET11AL

For LVH–17th Street seminar: LVHALL11AL

For LVHN–One City Center seminar: LVHALL11AO

VALIC Retirement advisors are available to help you at:

LVH–Cedar Crest:

Jeff Hofmann: 610-402-8801

Michael Ryan: 610-402-8801 (advisor for LVPG colleagues)

LVH–17th Street:

Tim Schroyer: 610-969-2625

LVH–Muhlenberg and Health Network Laboratories:

Kevin Gertz: 610-392-9912

LVHN–One City Center:

Michael Ryan 601-402-8801

Tim Schroyer 610-969-2625

Questions about Medicare supplements, Advantage or prescription plans?

Peggy Strouse 484-862-3478

Introducing LVPG's Quality Quips

BY [ADMIN](#) · OCTOBER 30, 2017

This message is from Jennifer Stephens, DO, Medical Director, LVPG and Lehigh Valley Health Network Accountable Care Organization (LVHNACO).

How do you define “quality health care?” What key things are essential to a high-value health care encounter? The answers to these questions are unique to every individual and shaped by their experiences, values and beliefs. In fact, the definition of quality health care and the approach to quality management can vary by organization and national quality body. Our LVHN approach is found in the Triple Aim, a framework developed by the Institute for Healthcare Improvement (IHI).

The Triple Aim describes an approach for optimizing health system performance. It is framed around the belief that health care should simultaneously pursue three dimensions (known as the Triple Aim):

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations
- Reducing the per capita cost of health care

In my role, I regularly review metrics tied to LVHN's quality performance. Delivering high-quality care is integral to our LVPG mission and defines our health network in this community. LVPG's quality metric dashboard for fiscal year 2018 is made up of 11 quality measures (see image) and tracked through Epic.

Future Quality Quips will share information on successes, shared learning and performance outcomes. I am proud of our quality efforts and initiatives, which are accomplished through intentional education, leadership support, dashboard and metric transparency, standardization of workflows and cross-collaboration. Quality is part of what we do.

To learn more about Stephens, [visit her provider profile on LVHN.org](#).

LVPG Quality Measure Dashboard FY18	
Measure Name	
CARE COORDINATION/PATIENT SAFETY	
Appropriate Treatment for URI (Children)	
Avoidance of Antibiotic Treatment in Adults for Bronchitis (Adult)	
PREVENTIVE HEALTH	
Annual Wellness Visit	
Adolescent Well Visit (Children)	
Pneumococcal Vaccination (Adult)	
Children Vaccination (Children)	
Colorectal Cancer Screening	
Breast Cancer Screening	
AT RISK POPULATION	
Diabetes - HgA1c Poor Control (>9 or no exam in >1 yr)	
Diabetes- Eye Exam*	
HTN: Controlling High Blood Pressure	
Statin - Prevention / Treatment of CV disease	
Asthma Controller Medication (Age 5-50)	
PATIENT SATISFACTION	
Likelihood of recommending provider	

Hiring, It's a Never-ending Story

BY [KIM JORDAN, DNP, RN](#) · NOVEMBER 3, 2017

It has been a month or so since we have talked about hiring, so I want to give you a snapshot of what's been happening and where we are.

We're meeting, greeting and recruiting

Early in October, LVHN nurse recruiters were at two large national conferences: The ANCC's National Magnet® Conference and the Academy of Medical-Surgical Nurses (AMSN) 2017 National Convention. Both of these venues provided an opportunity for LVHN nurse recruiters to meet and encourage nurses to look closely at our health network as a prime place to work. Just before those conferences, we held a recruiting event at Blue Mountain Ski Resort. Both Scott Croonquist, DNP, RN, and I spoke with at least a dozen nurse candidates. It was great to meet these people in person and discuss next steps for interviews.



Recruiting is an ongoing effort and requires energy, ideas and advocacy from our colleagues in HR, as well as my own team. But here's "the ask." We need you too. We need you to be advocates for LVHN and help improve our hiring by recruiting among your own circles. Some ideas to help you do that:

- [LinkedIn](#) – This career-focused social media site is a great way for you to promote working at LVHN among your own contacts. If you follow Lehigh Valley Health Network, you can see the jobs they are promoting on LinkedIn and can share one (or more) to your LinkedIn network.
- [Active Referral Programs](#) – You should also check the current options on the Active Referral Programs page. By following the guidelines on that page, you can earn a reward if someone you recruit is hired here.
- **Talk us up** – If you happen to chat with someone who is going to graduate from a nursing program, let them know about our [nurse residency program](#). It's a great foundation for new graduate nurses to build their professional nursing career.

Hiring is happening

Across LVH–Cedar Crest and LVH–Muhlenberg, we have recruited and hired nurses, leading to

decreased vacancies in:

- Critical care
- Emergency departments
- Women's and children's

While we have hired in these areas, it will take some time for this to feel different at the bedside because our new colleagues have to complete their LVHN orientation. We are, however, on the right path in these departments and specialty care areas.

An area of major concern continues to be in med-surg. Here's where we stand:

- LVH–Cedar Crest: 66 full-time RN vacancies
- LVH–Muhlenberg: 20 full-time RN vacancies

You may be wondering if there's any good news in this? The answer is "Yes." Despite the large number of vacancies that remain, this is a significant decrease from our starting point of RN vacancies, so we are making progress.

Technical partner update

We rely on a team approach to care, and our technical partners are key members of that team.

Unfortunately we have seen a jump in tech partner vacancies. This, combined with the increasing needs of the behavioral health population and our focus on keeping those patients safe, has led to less tech partner support on the units than anyone would like. We continue to work on this and will make inroads.

More ways we can help each other

As a status report, it is relatively positive. We have made the most improvements in critical care, emergency, and the women's and children's areas. We still need more RN hiring in med-surg, and absolutely need more technical partners to provide inpatient support to patients and fellow colleagues.

I have a few thoughts on how we can help each other:

- Remind your colleagues (and yourself) that as retention improves, staffing will improve.
- Commit to a culture of kindness (no bullying!), teamwork and positivity.
- Work with your unit leadership to understand your budgeted unit ratios...we can get there with retention.
- Participate in shared governance on your unit to create the professional practice environment you wish to see.

Retention committee is focused on you

Many of your colleagues continue to demonstrate a commitment to the retention committee and making LVHN an even better place to be. I'm indebted to them for their energy, time and commitment!

The group is working on

1. Enhancing our unit based shared governance
2. Networking/social opportunities...planning three events for after the first of the year
3. Development of a proposal for an RN clinical ladder model at LVH–Cedar Crest and LVH–Muhlenberg.

More to come on all of their activities!

Thank you for every single thing you do

We've had a few weeks of focused messages on bullying, kindness and making LVHN a place we all feel good about. I extend my thanks to all who make this place – and our work experience with them – positive.

There are times when outcomes are difficult and not what families expect. Because of your compassion and professionalism, you help every person (patient family and work family) feel listened to, acknowledged and supported. That is no small thing. In fact it is huge.

Thank you for all you bring to your patients and team members. I'm glad your positive energy continues to fuel our mission to heal, comfort and care for the people of our community.

Kim

P.S.: Please remember you are welcome to email me about this topic or others that concern you. My email is: Marie.Jordan@lvhn.org.



Kim Jordan

About me: My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

LVHN Colleagues Celebrate Halloween – PHOTOS

BY [EMILY SHIFFER](#) · OCTOBER 31, 2017

Across the health network, colleagues celebrated in costume. Here are some of the fun Halloween photos. Did you celebrate or dress up with colleagues? Share a photo with us [here](#) and look for your picture on LVHN Daily.

halloween_3



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Happy Halloween from LVPP PCP!

Service Anniversary List – November 2017

BY [EMILY SHIFFER](#) · OCTOBER 31, 2017

Happy anniversary to these colleagues celebrating a career milestone at LVHN in November.

45 years

Vivian Kober, radiology administration

40 years

Jane Dilliard, nurse staffing office

Shirley Scott, emergency department

35 years

Wendy Everett, CT scanning

Jeanette Mertz-Brown, endoscopy-G.I. lab

Sally Sherman, case management

30 years

Catherine Ehrig, Lehigh Valley Family Health Center

Robin Zwolenik, mammography

25 years

Carolyn Farrell, LVPG Obstetrics and Gynecology-1245 Cedar Crest

Karen Fowler, administration

20 years

Richard Baylor, LVPG Family Medicine-3080 Hamilton Blvd.

David Bosket, Lehigh Valley Anesthesia Services

Christopher Bury, trauma/neuro ICU

Donna Edmonds, dental clinic

Sharon Glass, 5K

Donna Laudenslager, labor and delivery

Gregory Marushak, master facilities administration

Anna Rockovits, LVPG Cardiology-Muhlenberg

15 years

Julia Achenbach, home care

Candice Boyer, obstetrics



Stephen Christopoulos, business development
Robin Davison, nursing float pool
Cherie Dietrich, Regional Heart Center-Medical
Amy Fisher, nuclear medicine
Clare Grubb, LVPG Hematology Oncology-Muhlenberg
Terry Kloiber, NORI
Jeffrey Martin, cardiac ICU
Kimberly Martin, neuroscience ICU
Jan Meck, LVPG Family Medicine-3080 Hamilton Blvd.
Hallie Melnick, clinical services
Gene Newswanger, Health Spectrum Pharmacy
Alice Notis, neonatal ICU
Christine Reichard, 6T
Regina Sacco, home care-physical therapy
Melissa Shaner, LVPG Pediatrics-Trexlerstown
Kim Weida, adult psychiatry
Teresa Wright, ICU

10 years

Sharon Baca, LVPG Neurology-1250 Cedar Crest
Todd Bachl, engineering administration
Patricia Behler, transitional open-heart unit
Casey Blaxland, operating room
Lisa Bohannon, central document processing
Jason Boyko, psychiatry
Dale Broadway, information services
Donna Bucchin, pharmacy
Elyse Bumback, operating room
Cynthia Cappel, division of education
Daniel Chiquito, patient transport services
Debra Christmas-Guess, Health Spectrum Pharmacy
Michele Curet, obstetrics
Winsome Davis Semancik, 7T
Carmen De Leon, transitional trauma unit
Donna Distler, clinical services observation
Christopher Doll, security
Melissa Fitzgerald, marketing and public affairs
Nicholas Geary, pediatric unit
Brett Getz, supply distribution services
Emily Greene, marketing and public affairs
John Hong, LVPG General and Trauma Surgery-1240 Cedar Crest

Elizabeth Kehoe-Huck, Center for Advanced Heart Failure
Kevin Keller, information services
Ryan Kelly, information services
Mary Lillman, LVPG Family Medicine-Brodheadsville
Jennifer Makovsky, LVPG Obstetrics and Gynecology-Valley Center Parkway
Randy Meckes, ICU
Annemarie Miller, LVPG Obstetrics and Gynecology-Valley Center Parkway
David Mitman, engineering
Catherine Motta, obstetrics
Edlira Nesimi, clinical services observation
Sujatha Prabhakar, Epic
Rachael Rex, LVPG operations
Yadira Rosado, home health-hospice aides
Julie Ruiz Kleckner, LVPG Obstetrics and Gynecology-17th Street
Mavis Rukambe, float pool
Renee Shelly, perioperative services
Margaret Silbert, health care analytics
Sarah Snader, pharmacy
Michele Stem, tech aide float
Mary Sullivan, MICU/SICU
Mary Suydam, information services
Stephanie Thomas, obstetrics
Cheryl Thompson, ICO staging and recovery
Kristen Tomcics, endoscopy-G.I. lab
Lynne Wetzel, quality
Ladonna Williams-Wright, nursing administration

5 years

Kendalyn Aldana, interpreter services
Patricia Alderiso, case management
Shaeista Alikhaku, rehabilitation services
Carol Alvarez, home care-home health aide
Krista Barlet, LVHN Fitness
Ashley Blose, LVPG Family Medicine-Whitehall
Linda Castrine, trauma
Colleen Charney, LVPG Family Medicine-Moselem Springs
Denise Davis Maludy, ICU
Christina Marie Diaz, vascular lab
Ashley Fragnito, LVPG Physiatry-Muhlenberg
Grace Fuller-King, LVPG Internal Medicine-Muhlenberg
Sarah Gollinger, LVPG Pediatric Surgical Specialties-1210 Cedar Crest

Elizabeth Hallbauer, pharmacy
Melissa Harris-Perotti, LVPG Pulmonary and Critical Care Medicine-1250 Cedar Crest
Anita Hilbert, medical records transcription
Laura Hoffman, pharmacy
Gregory Kile, insurance and payer strategies
Eileen Konz, adolescent psychiatry Unit
Matthew Korup, security
Barbara Lee, MICU/SICU
David Libener, security
Kristen Macready, imaging
Sarah Moyer, neuroscience unit
Kelli O'Donnell, ABCFP/Rice capacity pilot
Janice Price, Inpatient Rehabilitation Center-Muhlenberg
Liezl Raposas, 5K
Christina Rickert, physical therapy
Damaris Rivera, patient accounting
Donna Romberger, labor and delivery
Alfred Ruela, security
Jesse Saborsky, master facilities administration
Nicholas Sanko, cardiac rehabilitation
Cathy Serfass, operating room
Abbey Sikler, LVPG Physiatry-Muhlenberg
Teddi Strzepek, radiology
Kathleen Vaughn, HealthWorks
Lisa Verbosh, Lehigh Valley Anesthesia Services
Tibisay Villalobos, LVPG Pediatric Infectious Diseases-1210 Cedar Crest
Thomas Vincent, information services
Juliana Vitale, financial services
Cathy Walden, supply management
Michele Weasner, home care
Kathleen Welch, rehabilitation services

Submit Your 2018 Research Scholar Projects

BY [ADMIN](#) · NOVEMBER 1, 2017

Here's how and why a Research Scholar will help you with a quality improvement project or research endeavor.

You get:

- Qualified undergraduates with a variety of pre-determined skill sets
- Assistance with surveys, literature reviews, data collection, entry, analysis and more
- Culminating poster presentation event
- Projects posted on Scholarly Works; [view fellow colleagues' posters](#)



Students get:

- Research or quality improvement project opportunities
- Networking across various aspects of LVHN departments
- Information sessions such as Evidence-Based Research and Career Round Table
- Scholar stipend (Mentor's Department contribution: \$1,000; The Dorothy Rider Pool Health Care Trust match: \$1,000)

LVHN gets:

- A pipeline of potential health care workers to LVHN and health care.

[Submit your project today.](#)

Project submission deadline: Dec. 18, 2017

Student applications open Feb. 1, 2018.

Program runs June 11 to Aug. 3, 2018.

For more information, contact Kerri.Green@lvhn.org.

Epic Now Live at LVPG–Pocono Practices and Other Sites

BY [JENN FISHER](#) · NOVEMBER 2, 2017

Epic is now in the Poconos. Starting Saturday, Oct. 28, select Lehigh Valley Physician Group (LVPG)–Pocono practices and LVH–Pocono outpatient services, along with the LVH–Pocono Access Center, went live with the Epic electronic medical record (EMR) system.

Who is live with Epic in the Poconos?

- 48 LVPG–Pocono practices
- 5 ExpressCARE locations
- 1 Access Center
- 1 Management Services Organization (MSO)

“We want to share our personal thanks for helping LVHN bring the Epic electronic medical record system to select LVPG–Pocono practices, LVH–Pocono Access Center and LVH–Pocono outpatient services locations,” says LVPG President Michael Rossi, MD, on behalf of himself and Jim Demopoulos, MHA, Senior Vice President of LVPG Operations, Donald Levick, MD, Chief Medical Information Officer.

Integrated EMR=Patient benefits

With Epic live at most ambulatory locations in the Poconos, patients served there are now part of our integrated electronic medical record system. If a patient requires care at another LVHN practice or facility that already has Epic in place, that patient’s previous care information will be available for a clinician to review and provide a clear view of their care and potential care gaps.

MyLVHN for Pocono patients

For patients, the most visible part of this transformation is the access they will now have to their own personal medical information through MyLVHN, the patient portal account. Having access to MyLVHN allows patients to:

- View test results
- Pay medical bills (incurred Oct. 28 and later)
- Send and receive non-urgent messages with their provider
- Review medication lists



- Schedule appointments, including screening mammograms for women age 40 and older
- Have a video visit with an LVHN provider

To activate a MyLVHN account, patients will either receive an activation code at an appointment or they can sign up on MyLVHN.org by clicking the “Create Account” button.

Thank you, colleagues

This is the first stage of EMR transformation in the Pocono region and is thanks to the engagement of LVPG–Pocono colleagues and coordination by LVPG operations, LVHN information services, training by the Division of Education, and support by LVPG super users, champion physicians and Divurgent consultants.

Seven New LVHN Endowed Chairs Holders Celebrated

BY [TED WILLIAMS](#) · NOVEMBER 3, 2017



Seven new holders of LVHN Endowed Chairs were formally introduced Nov. 2 at a celebration held at Lehigh Country Club.

LVHN has a total of 18 endowed chairs, all made possible through the generosity of the Auxiliary of Lehigh Valley Hospital, the Dorothy Rider Pool Health Care Trust and caring community members. The endowed chairs, which originated in the 1990s, support education and research in specific fields of medicine. The cost of funding a chair is \$2 million and each chair holder determines how to spend the annual interest on that seed money – roughly \$100,000 – within the guidelines established for the endowment.

The following is a list of new chair holders, plus a comment on what the holder hopes to do with the chair benefits going forward:

Robert Motley, MD – The Leonard Parker Pool Chair in Community Health and Studies, which was established in 1996 through the generosity of The Dorothy Rider Pool Health Care Trust

“I look forward to using this endowed chair to support ideas and initiatives through education and research that engage our colleagues and our community members in meaningful work to change things

for the better,” Motley says.

Kim Jordan, DNP – The Peggy Fleming Endowed Chair in Nursing, which was established in 2001 through the generosity of Richard and Peggy Fleming

“The endowed chair permits us to provide certification training courses and exams to make it easier for nurses to become certified in their specialty areas, and allows nursing administrators to attend leadership training at the Wharton Nursing Leaders program at the University of Pennsylvania, and the GE Healthcare/Health Management Academy nurse executive fellows program,” Jordan says.

Jennifer Rovella, DO – The Auxiliary of Lehigh Valley Hospital Endowed Chair in Critical Care Medicine, which was established in 2001 through the generosity of The Auxiliary of Lehigh Valley Hospital

“Over the past year, we have brought in technology for sepsis treatment and sent colleagues to conferences for certification to care for those on extracorporeal membrane oxygenation (ECMO) with this endowed chair,” Rovella says.

Timothy Friel, MD – The Leonard Parker Pool Chair in Medicine, which was established in 2002 through the generosity of The Dorothy Rider Pool Health Care Trust

“This endowed chair permits us to further develop new educational programs to train the next generation of physicians, and foster engagement and resilience among our physicians and advanced practice clinicians through departmental retreats and leadership development programs,” Friel says.

Grant Greenberg, MD – The Leonard Parker Pool Chair in Family Medicine, which was established in 2002 through the generosity of The Dorothy Parker Pool Health Care Trust

“I will continue to utilize this endowed chair to further develop scholarship and leadership for our physicians and practices, and to develop skills to manage a population that may not be available in other clinical education venues,” Greenberg says.

Steven Lewis, MD – The Timothy M. Breidegam Endowed Chair in Neurology, which was established in 2011 through the generosity of by DeLight and Helen Breidegam

“My vision for this endowed chair is to ensure that we provide the highest level of care to patients, and that our clinicians and staff grow toward being nationally recognized leaders in cutting-edge neurological care and clinical research,” Lewis says.

Michael Rossi, MD – The Anderson Chair in Medical Executive Leadership, which was established in 2015 as our 18th endowed chair through the generosity of the Anderson Trust

“This chair has supported the Lehigh Valley Health Network Executive Leadership Academy, which was created in conjunction with Lehigh University for the expressed purpose of encouraging and developing our LVHN leaders of tomorrow,” Rossi says.

Continuing chair holders include:

- **Nathan Hagstrom, MD – The Forrest G. Moyer, MD, Distinguished Chair in Pediatrics**, which was established in 1995 through the generosity of Edward and Inez Donley
- **Michael Pasquale, MD – The Anne C. and Carl R. Anderson Distinguished Chair in Surgery**, which was established in 1997 through the generosity of Anne C. Anderson
- **Brian Nester, DO, MBA, FACOEP – The Leonard Parker Pool Chair in Health Systems Management**, which was established in 1998 through the generosity of Anne C. Anderson
- **Linda Lapos, MD – The Indru T. Khubchandani, MD, Endowed Chair in Colon and Rectal Surgery**, which was established in 2005 through the generosity of Mr. and Mrs. Harvey Farr, Mr. and Mrs. John E. Morgan, and Dr. Indru Khubchandani and his grateful patients, friends and colleagues.
- **Alexander Rosenau, DO – The Auxiliary of Lehigh Valley Hospital Endowed Chair in Emergency Medicine**, which was established in 2006 through the generosity of The Auxiliary of Lehigh Valley Hospital
- **Elaine Donoghue, MD – The William H. Grube Jr. and Phyllis Esterly Grube Endowed Chair in the Pediatric Subspecialties**, which was established in 2007 through the generosity of Bill and Phyllis Grube
- **Ronald Freudenberger, MD – The Walter M. May and A. Hazel May Endowed Chair for Excellence in Cardiology**, which was established in 2008 through the generosity of Walter M. May and A. Hazel May
- **Thomas Whalen, MD – The Anne C. and Carl R. Anderson Endowed Chair for Collaborative Leadership**, which was established in 2013 through the generosity of Anne C. Anderson
- **Terry Capuano, MSN – The Anne C. and Carl R. Anderson Endowed Chair for Innovative Leadership**, which was established in 2013 through the generosity of Anne C. Anderson
- **Joseph Candio, MD – The Joseph A. Candio, MD, Endowed Chair in Internal Medicine**, which was established in 2014 through the generosity of Judy Kaminski and the Kaminski Foundation
- **Suresh Nair, MD – The Auxiliary of Lehigh Valley Hospital Endowed Chair in Cancer**, which was established in 2015 through the generosity of the Auxiliary of Lehigh Valley Hospital

Are You a Winner? You Can Be When You Give to the United Way.

BY [ADMIN](#) · NOVEMBER 2, 2017

Our annual LVHN United Way campaign runs through Dec. 1. This year's theme is "Our Future. Our Community." 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.

Each week, colleagues who donate are entered into a drawing for a variety of exciting prizes. Don't fret if you don't win. Your name will automatically be entered into the following week's drawing. Below is the list of winners for week five.



Winner

Prize

Judy Wuchter Gift certificate: Recreation Committee tickets/trips

Donated by: LVHN Recreation Committee

April Darcy VIP Parking Jan. 1-June 30: LVH-17th Street, LVHN–Mack or LVH–Muhlenberg

Donated by: LVHN Security

Kelly Peters PTO Day

Donated by: Health Network Laboratories

Mary Ellen Banyas PTO Day

Donated by: LVHN

Carol Morris Gift card: Feasta Italiana

Donated by: Feasta Italiana

Linda Caprioli Personal Training Session

Donated by: LVHN Fitness

Lori Trinkle Personal Training Session

Donated by: LVHN Fitness

Kathleen Schaeffer Personal Training Session

Donated by: LVHN Fitness

Becky Dougherty Personal Training Session

Donated by: LVHN Fitness

There's still time to donate. 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 for colleagues to donate to Lehigh Valley Health Network.)*