A formula for success
Facilities and Surgical Services team up to add value to LG Health

Quality services + satisfied customers + more than $200,000/year in savings = LG Health’s new Surgical Equipment Repair Program. It’s a formula for success.

Instead of relying on an outside vendor, when the Surgical Services departments at Lancaster General Hospital, Women & Babies Hospital and the Suburban Outpatient Pavilion have a problem with non-biomedical equipment, they now call George . . . George Palage, that is.

Palage, a member of the LGH Facilities Team for seven years, is the new Surgical Equipment Technician, responsible for overseeing the repair and maintenance of surgical equipment throughout the health system.

Customer Satisfaction
Liaisons in Surgical Services speak highly of their new in-house resource.

"I appreciate having George readily available to evaluate our equipment issues with the ability to reduce cost for both repairs and replacement parts," said Alice Geib, Nurse Manager of Perioperative Services at WBH. "He will also be able to provide valuable advice for determining when complex equipment should be replaced."

Adding Value
Larry Dunn, Director of Facilities Management for LGH, was among the original members of the Facilities VMI Team that developed the initiative, working closely with colleagues in Surgical Services and Sterile Processing. Other VMI team members included Tara Casher, Pat Doherty, John Hartman, Fred Hershey and Susan Stone.

"I'm pleased to see the group's hard work coming to fruition," said Dunn. "Increasing the use of internal resources to provide high quality and cost effective preventive maintenance and repair management has been a great way to build relationships and add value to our organization."

George Palage, right, meets with Surgical Services colleagues at WBH, from left, Terry Burke, Tricia Hillegas and Alice Geib.

When it opens in July of this year, The Ann B. Barshinger Cancer Institute will offer our community the latest in cancer care, bringing medical oncologists, radiation oncologists, surgeons and other specialists together in one, centralized location.

The Institute has also been carefully designed to provide an environment for healing. The photo at left highlights the abundance of natural light which will characterize the facility, as well as progress on a tranquil healing garden. The garden and its natural landscape offers a quiet space where patients, families and friends can rest between treatments.

Designed to heal
Cancer Institute update
Leadership Update

Our sails are set on service

By Thomas E. Beeman, PhD, FACHE, President & CEO

One ship drives east and another drives west
With the selfsame winds that blow.
'Tis the set of the sails
And not the gales
Which tells us the way to go.

Like the winds of the seas are the ways of fate;
As we voyage along through the life:
'Tis the set of a soul
That decides its goal,
And not the calm or the strife.
- Ella Wheeler Wilcox, The Winds of Fate

Last month, family, friends and colleagues gathered with a remarkable nurse, as the set of her sails took her in a new direction. For the past seven years, Kara DeWalt has served patients at Lancaster General Health, most recently in the Intensive Care Unit. She is now moving on to serve her country.

I had the honor of being present on the ICU to commission Kara into the United States Navy as Lieutenant Junior Grade Nurse Corps. Following Officer Development School, she will serve our military men and women and their families, as an active duty critical care nurse at the Portsmouth Naval Medical Center.

As we wish Kara well, we do so knowing the voyage will not always be calm. There will be times, as in all of our lives, when winds will be turbulent and changeable. Our strength will be tested.

No time has this been more evident for those of us in healthcare than right now. The uncertain winds of reform could easily cause some to go off-course; to lose sight of their ultimate goal.

At Lancaster General Health, however, I believe our sails are firmly set on a powerful and shared commitment to serve; to serve our patients, our community, and each other. This provides us with the needed resolve to work hard, to care deeply, and to develop innovative ideas that will increase our efficiency, maintain our high standards of quality, and help our community be healthy. In other words, I am confident we are positioned to hold fast to our Vision: To deliver on the promise of a healthier future.

Volunteer Betty Lenig

A portrait of service in action

Fifty-two years ago, Betty Lenig began volunteering for Lancaster General Hospital. On Jan. 20, friends in the Volunteer Services Office recognized the health system’s longest-serving volunteer on her 90th birthday. Lenig is one of more than 600 LG Health volunteers, a dozen of whom are in their 90s and 83 in their 80s.

A lot has changed since 1961, but one thing has remained constant: Lenig’s commitment to patients and staff at LG Health.

During the past five decades, Lenig has logged 19,000 hours of volunteer service, helping out in many LG Health departments and physician practices; even chairing the Gifts in General gift shop. Currently, she divides her time between the 8 Lime Oncology Unit and Bariatric Physician Specialists at the Suburban Outpatient Pavilion.

When not volunteering, Lenig, a Willow Street resident, and husband Donald enjoy traveling and had been avid skiers until Lenig’s knee replacement three years ago.

“Betty is one of those people who you know will get the job done,” Andrea Cubbison, LG Health Manager of Volunteer Services told Lancaster Newspapers in an interview for a feature story about Betty. “She is always willing to help.

“Volunteers are very important to our organization, and we could not do without volunteers like Betty,” added LG Health Foundation President Jay Bucher. “Her 52 years of service are very much appreciated, and she is to be commended for her pleasant and enthusiastic personality. She is always willing to step in and support volunteer needs throughout the organization.”

Our Mission
To advance the health and well-being of the communities we serve.

Our Vision
Delivering on the promise of a healthier future.

The Experience is a monthly publication for employees of Lancaster General Health

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LGHP unifies physician groups

LG Health continues to prepare for future of healthcare

Working together has always been at the heart of Lancaster General Health’s culture. In fact, Teamwork & Trust is one of our organization’s five Values and vital in achieving our goals.

With Healthcare Reform moving forward, this Value takes on added significance. Unlike any time in our history, we need to make our care and clinical resources more coordinated and effective.

One major step in that journey is the recent unification of all LG Health employed physician groups within Lancaster General Health Physicians (LGHP).

"In order to meet the demands of the new healthcare environment, we need to function as a group - culturally, operationally and clinically," said T. Raymond Foley, MD, President, Lancaster General Health Physicians. "The creation of LGHP is helping to make that possible."

LGHP includes more than 269 family physicians and specialists with offices throughout Lancaster County. You can view the complete list of practices and providers at www.LGHealth.org under Locations/LG Health Physicians.

"Sharing evidence-based medicine practices allows us to enhance both the quality and value of the care we offer our community," added Dr. Foley. "And combining billing and other business practices, results in even greater efficiencies."

Healthy Weight Management patients walk red carpet

Share stories of weight loss success with family, friends and providers

It was Oscar night LG Health-style on January 3 when 30 Healthy Weight Management program patients walked the red carpet and shared their weight loss success stories with more than 100 family members and friends.

Among the patients were Dave Rendler and Jamie Brady (center of photo) of Lancaster, who for years, struggled with being overweight.

In November 2011, two weeks apart, they underwent laparoscopic roux-en-Y gastric bypass a LGH. A year later Jamie has lost 170 pounds (down from 340 pounds) and David is down 200 pounds (from 450 pounds).

Congratulating the couple are Healthy Weight Management Program team members from left: Vanessa Kuhns, clinical support representative; Arlyn Perez, office coordinator; Cindy Grove, clinical support representative; Dr. Joseph McPhee, bariatric surgeon; Nichole Kulp, R.N., bariatric case manager; Tina Sharp, insurance specialist; Shauna Mugavero, RD, Registered Dietitian; Steve Johnson, administrative director; Dr. Larry Wieger, medical bariatrician; Kathy Bonadio, RD, Registered Dietitian; and Jenn Aboudi, clinical support representative.

Expanding to meet growing demand

Healthcare Reform will create opportunities for increasing numbers of patients to access care. Primary care services will be critical in helping patients manage their health and gain access to needed specialty care. LG Health is out in front with the following services scheduled to open this year.

Sycamore Square Family Medicine: Located in Elizabethtown, on the grounds of Masonic Village, the practice will support residents of the retirement village, as well as community members in western Elizabethtown. Opening in April.

Norlanco Specialty Practice: Opening May.

Ephrata Specialty Practice: Opening July at Urgent Care location at Routes 322/222.

Mount Joy Family Medicine: Opening August

Parkesburg Family Medicine: Opening October

Parkesburg Urgent Care: Opening October
WBH on journey to become ‘Baby-Friendly Hospital’

National initiative encourages more women to breastfeed their babies

Because of the great health advantages, the American Academy of Pediatrics and the World Health Organization (WHO) recommend that mothers breastfeed their infants for the first six months of life. Most pregnant women plan to do just that. However, only about one-third actually meet their goal.

Hospital may be barriers
Researchers at the CDC say hospital procedures may be a factor in this low success rate. Women & Babies Hospital (WBH) has been working hard to change that, removing barriers that may prevent women who desire to breastfeed from being successful.

Following several years of extensive groundwork by Dr. Hilary Becker, Beitel-Becker Pediatric Associates; Dr. Attila Devenyi, LG Health Pediatric Specialists; and Dr. Gladys Frye, Strasburg Family Medicine, in January 2011, LG Health President & CEO Tom Beeman signed a letter of intent for WBH to become a Baby-Friendly USA Hospital. The initiative, created by the WHO and UNICEF, is designed to encourage more women to breastfeed.

"This journey is an important statement about our organization’s commitment to lay the foundation for the healthiest possible future for both babies and mothers. No other hospital in the state is currently designated Baby-Friendly."

WBH is progressing on its Baby-Friendly journey, putting in place protocols to:
- Work with family medicine and OB/GYN practices to educate pregnant women about the benefits and management of breastfeeding.
- Initiate skin-to-skin contact between mothers and babies immediately after birth, and breastfeeding within an hour of birth.
- Give newborns no food or drink other than breast milk, unless medically necessary.
- "Rooming in," or allow mothers and babies to stay together 24 hours a day.
- Encourage breastfeeding on demand.
- Educate all WBH staff on how they can support breastfeeding.
- No longer distribute free formula or promotional items from formula manufacturers to families when they leave the hospital.

By the end of June 2013, WBH expects to have a site visit from Baby-Friendly surveyors.

"It’s exciting to see staff members from departments throughout WBH coming together to support an initiative so important to babies’ health and well-being," said Laura Henry BSN, RN, IBCLC, Lactation Support Supervisor.

The Importance of Breastfeeding
Breastfeeding gives infants the most complete nutrition possible. Scientific studies show that breastfed children have fewer and less serious illnesses than those who never receive breast milk, including a reduced risk of SIDS, childhood cancers and diabetes.

Mothers who breastfeed have decreased risks of breast and ovarian cancer, anemia and osteoporosis.

Breastfeeding supports a close mother-baby relationship, the foundation for a child’s future health and well-being.

Customer Service Hall of Fame
Honoring staff members named in patient surveys

LGH and Satellite Locations

ICU: Heather Diffendall, RN; Cheryl Honrade, RN
(Supplemental Staff); ICU: Jeff Lehman, PtCA; Alicia Snyder, RN; Invasive Cardiology: Marianne Barton, RN; Rosemary Clem, RN; Heather Landis, PtCA; Jody Mansfield, RN; Denise Miller, RN; Short Stay Unit: Jan Lammerski, RN; Melissa Shearer, PtCA; 3 West: Stephanie Kloepfer, RN; Michelle Matthews, RN; 4 North: Jean Delcine, RN; Julie Grodzicki, RN; Brooke Martin, RN; Jenne Renkin, PtCA; Jen Swope, RN; 5 North: Darlene Brown, RN; Jess Ditzler, RN

VNA
Sherry Augusto, OSA; Bruce Baker, OSA; Valerie Blackmon, PT; Howard Blanchet, PT; Peter Bolettieri, PT; Christine Blair, RN; Lori DiMaio, RN; Dawn Gay, RN; Gerry Giess, PT; Lisa Hooker, PT; Arlisa Hoover, OT; Michelle Hummel, RN; Monica Johnson, PT; Linda Love, RN; Wayne McCorkle, PT; Carolyn Oster, OT; Michael Parlapiano, OT; Jennifer Roberts, RN; Kim Sarro, RN; Jennifer Sayer, RN; Nicole Shultz, HHA; Amber Walters, RN