



Message from Executive Director – Mark Roberts



To the STAR Team,

I've enjoyed visiting the sites and meeting the teams over the past several months as I begin my tenure with Star.

I want to take this opportunity to share with you what I've shared with leadership throughout my inaugural summer season. I am truly impressed with Star's accomplishments in just three years of existence.

Your individual talents and acts of kindness, to each other and our patients, have a far greater collective impact on STAR's ability to meet its mission than you can imagine. While we strive to be the leading preventive and primary care provider in Pennsylvania – we must remember, it is not the destination, but the journey, the evolution of our network of centers, that will earn the national ranking and recognition that we surely deserve.

We embody the phrase, "The whole is greater than the sum of its parts."

Thank you everyone,

Mark D. Roberts
Executive Director

Rev Up Your Life with Tune-Up Tuesdays



Bravo to our Tune Up Tuesday team: Dr. Humphrey, Dr. Carneiro, Dr. Abu-Brown and our residents & medical students! Making through 3 months now, great patient engagement!

Join our fabulous doctors and residents the first Tuesday of every month from 6-7 pm at Star Community Health Bethlehem Family Medicine Practice, 2830 Easton Avenue, Bethlehem for fitness, nutritional advice and social connections. Anyone is welcome from the community!

Star Community Health Exceeds Expectations Again...And Again...And Again



The mission of Star Community Health is to be the leading preventive and comprehensive primary health care provider in Pennsylvania. We are committed to providing patient-focused, high-quality, accessible and cost-effective services. Through education, innovation and community partnerships, we will anticipate and exceed the expectations of our patients and communities.

A 2030 Healthy People Champion, Star Community Health continuously finds opportunities throughout our region to grow and serve those most in need. Healthy People 2030 Champions are committed to working toward Healthy People's [overarching goals](#) and [objectives](#) in their communities. These objectives highlight the importance of "upstream" factors — usually unrelated to health care delivery — in improving health and reducing health disparities. One of Healthy People 2030's five overarching goals is specifically related to the social determinants of health (SDOH): "Create social, physical, and economic environments that promote attaining the full potential for health and well-being for all." SDOH are resources that enhance quality of life and can have a significant influence on population health outcomes. Examples include safe and affordable housing, access to education, public safety, availability of healthy foods, local emergency/health services and environments free of life-threatening toxins.

In addition, our fantastic team received several awards at the 2022 St. Luke's University Health Network's Quality Awards Ceremony on Oct. 20.

- Star Community Health Family Medicine Bethlehem, led by Courtney Humphrey, MD, Livia McCutcheon, PharmD, MA, Samuel Levine and Nguyet Cam Lam, MD, received best overall oral presentation and honorable mention for their poster on the *Impact of Interprofessional Team Interventions on Diabetes Outcomes*.
- St. Luke's Family Medicine Residency, Bethlehem, led by Dr. Lam, Jennifer Joshua, MD, Natalia Lapko, MD, and Jonathan Tran, MD, received honorable mention for their poster *Program Integrated Approach to Depression-Screening and Improving Strategies for Patient /Follow-Up in Outpatient Setting*.
- St. Luke's Family Medicine Residency and Bethlehem Pediatric Hospitals, led by Jessica Komlos, MD, and Laurel Erickson-Parson, MD, received a second-place award for *Improving Physician Handoff Communication*.

Also, the Health Resources and Services Administration (HRSA) has recognized Star Community for ranking in the top quartile for cervical, breast and colon cancer screenings, and diabetes management. Moreover, HRSA has awarded Star Community Health three Community Health Center Quality Recognition (CHQR badges):



Star Community Health Celebrates National Health Centers Week

August 7-13



The staff of Star Community Health dazzled patients and neighbors during National Health Center Week, culminating in Star Community Day in Bethlehem on Saturday, Aug. 13.

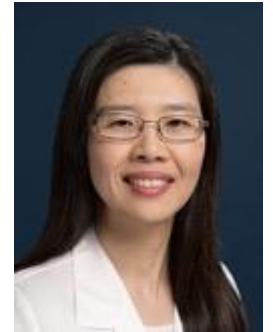
National Health Centers Week is a time to raise awareness of the mission and accomplishments of Community Health Centers across America. Community Health Centers are essential institution in our medical care in this country. They ensure that all people – regardless of race, ethnicity, gender, or ability to pay – are provided quality, compassionate health care for themselves and their families.

National Health Centers Week is a week to celebrate all of Star's amazing employees, from our top-performing providers to our compassionate medical assistants, front desk staff, referral specialists, social workers, financial counselors and everyone in between. A special shoutout goes to our Bethlehem Family Medicine Practice. Under the leadership of Nguyet Cam Lam, MD, the office hosted Star Community Health Day. Throughout the four-hour event, they connected with more than 100 community members and gave out 50 backpacks to kids going back to school.

In addition, events throughout the workweek showcased various service lines. We also want to give a special thanks to Eric Rothstein, Laura Hetrick and Lori Catanzaro for their leadership in organizing events across all our locations. We look forward to 2023 when we can celebrate again!

Nguyet Cam Lam, DO Cares for Underserved Patients and Nurtures Residents' Community Service Interest

Nguyet-Cam V. Lam, MD, of Star Community Health – Bethlehem Family Medicine – quips that she has come about six feet in 20 years. In truth, she has reached far and accomplished much – training hundreds of doctors, caring for thousands of underserved patients and touching the hearts of nearly everyone she meets.



During a recent meeting in her office, Dr. Lam, who also serves as program director of St. Luke's Family Medicine Residency – Bethlehem, sat at her desk and pointed to a chair next to a small table. She explained she sat in that same chair in 2002 while being interviewed by the then-program director Patti Forest, MD, for a spot in the residency program she now leads.

She was accepted, and three years later, after completing her internship and residency, Patti Forest offered her a faculty position. Dr. Lam tossed and turned over the decision because she had planned to return to her family in the little Saigon section of Santa Ana, CA.

"I called my mother, and she said, 'I want you home, but I can't be selfish. Your dream is to teach.'" So, Dr. Lam accepted the position but only if she could have a one-year, rather than a three-year, contract. She's been renewing that contract every year since with no regrets because she enjoys teaching and training residents to be compassionate, caring family physicians.

The decision was hard because, like many immigrant families who have endured exceptional hardships, her family is incredibly close. Dr. Lam was born in Viet Nam. Her father had supported the American-backed government, so Dr. Lam's father fled to Cambodia and then Thailand some years after the Communists took control of the country. At only four or five, she sold small items on the street to help her family earn enough money for food.

Her father left the family to find work to earn money to free his family from their predicament. Dr. Lam would not see him again for seven years. Meanwhile, young Nguyet-Cam and her brothers attended school and studied hard. She was awarded for "being poor and having excellent behavior and academic achievement."

At 16, her mother and brothers joined her father in the United States, but her parents soon split. A former teacher, her mother could only get a job as an airline reservation clerk. She made \$800 a month, of which \$600 went towards rent. As a shy teenager, who did not speak much English, her new life in America was difficult. But she adjusted, graduated from high school and earned a college degree. She received a medical degree from the Kigezi International School of Medicine in England and Uganda.

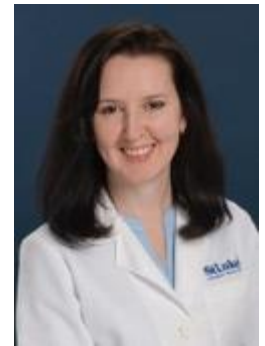
"Growing up in poverty, I am very grateful to be able to teach, heal and serve," she said. Dr. Lam gives back by caring for patients and is involved in community projects near and far. In recognition of National Community Health Center Week in August, she organized Star Community Day, inviting neighbors to talk with providers and get free blood pressure and dental screenings. The event offered face painting and a children's arts & crafts project. Each child received a free backpack after completing it.

Currently, boxes filled with medical supplies cram a corner of Dr. Lam's office. Their expiration date prevents their use in the United States, but they are permissible in other countries. Dr. Lam plans to ship them to her

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Dr. Lapko Organizes Sending of Medical Supplies to Ukraine

Natalia Lapko, MD, a St. Luke's family medicine physician who worked at Star Community Health – Bethlehem as a faculty, wanted to do something to help her homeland of Ukraine during its war with Russian invasion.



Dr. Lapko was in contact with the Ukrainian community in Lehigh Valley and learned they desperately needed medical supplies for the war in Ukraine. Dr. Lapko reached out to Program Director Nguyet-Cam Lam, under whom she works. Dr. Lam wrote to Carol Kuplen, RN, MSN, president of St. Luke's University Hospital – Bethlehem Campus. In turn, Ms. Kuplen engaged the help of Mr. Frank Ford, president of St. Luke's Sacred Heart Campus. Due to Mr. Ford's great engagement and support for this cause, St. Luke's University Health Network donated over \$10,000 worth of medical supplies to Ukraine.

Along with what St. Luke's donated, Dr. Lam also rallied current residents, former graduates, faculty, office staffs, and other family medicine residencies at St. Luke's to help. Together, they contribute over \$2000 in value of medical supplies and shipping needs. The supplies were organized, labeled, boxed up and taken to Newark International Airport, where they were placed on a plane to Poland. From there, the supplies were delivered to Ukraine.

"Coming together for a good cause enhanced the office and my residents' sense of community," Dr. Lam said. "Through the project, we were able to share the Ukrainians' pain and help in a small way."



Star Community Health Welcomes Community New Staff Members

Ellen Denizard Named New Outreach Manager

Ellen Denizard, former Allentown Liaison Manager for St. Luke's University Health Network, is eager to recommence her work in helping increase Lehigh Valley residents' access to quality, compassionate and affordable health care in their neighborhoods.

Ellen began her career in Community Health and Development in 2007 as a Peace Corps Volunteer in Guatemala. She served for two and half years, working on public health programs in rural schools in the mountainous regions of Guatemala. After returning to the United States, Ellen worked in community development and public health roles in the Allentown region.

In 2015, Ellen and her young family moved to Buffalo, NY, for her husband's job. She worked for Roswell Park Cancer Research Hospital as a tobacco control specialist, working with primary care and specialty practices to address tobacco addiction. In 2018, Ellen joined St. Luke's Community Health as the Allentown Liaison Manager, working to address the social determinants of health that affect the health of the community.

Ellen has a bachelor's degree in international studies and a Master of Public Administration from the University of Westchester. She lives in Bethlehem with her husband and three young sons.



Chris Swope Joins as Project Manager for Quality and Compliance

Chris Swope, former Personal Care Home Administrator at Country Meadows, looks forward to using his acquired talents and attributes to contribute to Star Community Health. Chris, who joined the team in August, feels very fortunate to be part of such a great team. He takes great pride in his work and loves that he can go home at the end of each day knowing he made a difference in someone's life.

Chris comes to us with a Bachelor of Science degree from Bloomsburg University and more than 11 years of experience working in the healthcare field, most recently working at Country Meadows.

Chris worked at Country Meadows for more than eight years and gained experience in managing quality and compliance, risk and safety, policies/procedures for more than 100 staff members and residents. He has extensive experience with patient care, managing patient grievances, and surveying for patient satisfaction.

Also, Chris served as Chairman of the Campus Safety Committee, where he spearheaded initiatives to keep both staff and resident's safe. Whether the committee was completing employee accident investigations or reducing falls amongst residents, he and his committee received numerous awards for being top performers in the company. He's also a fire safety and emergency preparedness certified trainer and uses this credential to educate new hires as they come on board.

In his spare time, Chris enjoys traveling with his wife, Ashley. Their favorite vacation was a trip to Aruba, with a close second/third being Key West and St. Lucia. They're proud dog parents to two Brindle Boxers, Cooper and Hank. Sometimes Chris swears he works to be able to feed them, but that's okay!



Star and the Kellyn Foundation Partner to Offer Education and Meals

By Eric Ruth, Co-Founder, CEO, Kellyn Foundation

The [Kellyn Foundation](#) is proud to partner with Star Community Wellness in providing healthy lifestyle education, healthy meals and produce to the patient population and the wonderful employees of Star Wellness and St. Luke's University Health Network.

The Kellyn Foundation is a 501(c)(3) non-profit corporation with a mission to develop, support, facilitate and implement programs that encourage family and community physical and emotional wellness. Kellyn focuses on healthy lifestyles with positive outcomes that can be sustained and taught to future generations while helping to reduce the individual, family, community and national chronic disease burden.

The opportunities for growth with Star Wellness include expanding the Lifestyle Medicine Meal pickup options to the other Star Wellness sites in Bethlehem and Easton, offering lifestyle medicine cooking classes and intensive therapeutic lifestyle change programs to staff and the communities that we both serve.

We are excited about lifestyle medicine because it works. Chronic disease is responsible for over 80% of our healthcare costs nationally. Helping everyone to adopt a healthier whole food plant forward diet will reduce our individual, family, and national health costs, as well as simply make us feel better.



The Eat Real Food Mobile Market is at the Sigal Center on Wednesdays from 11:30 AM – 1:30 PM. The menu includes a weekly changing Lifestyle Medicine Meal menu, plus between forty to fifty selections of fresh produce, grains, and legumes. It is open to everyone; think of it as a mobile healthy produce store and restaurant all in one. You can purchase online with a credit card or walkup using cash, debit, credit, FMNP WIC or FMNP senior vouchers.

My favorite meals are Chef Amanda's Power Bowls. I love the variety she serves with healthy grains, roasted veggies and savory flavorings.

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cousin, a podiatrist and missionary currently serving in Cambodia. While Dr. Lam enjoys participation in charitable projects, her passion is caring for patients and developing long-term relationships with entire families. She provides sick, well, and preventative care to patients during every stage of their lives, from the womb to their last days. The first patient she delivered during residency had just headed off to college. "Every patient has a unique story to tell, and every one has touched my life more than I have touched theirs," she said. "They all mean something to me, even the ones who are challenging at first. To bridge the gap, I approach these patients in a mild manner. I help them understand I'm looking out for their health."

Still fluent in Vietnamese, she has a large following in the Vietnamese community, with patients coming from as far as the Poconos and Quakertown. She cares for 14 members of one family spanning four generations. "The best thing about family medicine is that you are genuinely a family doctor," she said. "It's like being part of their extended family."

Dr. Lam recalled delivering a patient's great-granddaughter. Recently, she was at the woman's deathbed, comforting her daughter. Her patient's last words were, "Thank you, doctor, for taking care of me."

CONGRATULATIONS DR. LAM on being selected to serve on the [Association of Family Medicine Residency Directors \(AFMRD\) new Program Director \(PD\) Wellness Task Force](#).

What Our Patients Say About Star Community Health Providers

The following are actual patient comments taken from our Press Ganey Patient Satisfaction Survey. Congratulations on your efforts to keep our patients first!

“Dr. Elmi was wonderful with my son! She took each step of his checkup from start to finish in a slow and playful way to help him feel comfortable. She was very professional and knowledgeable.”

– KidsCare Easton

Dr. Episcopia is an amazing down to earth physician who empathizes with the specific and general needs of patients.

– Women’s Health Sigal Center

ter is the best doctor I have. She is very passionate at what she does. She hears me out, and she’s such a great person...I know everyone is in good hands with her. She does an amazing job each time, and I always feel safe and comfortable with her.”

– Women’s Health Easton

“Excelente treatment and good communication with my child.”

– KidsCare Sigal Center

“All the girls working behind the windows are always so happy and willing to help.”

– Family Medicine Sigal Center

“I was in and out of my new patient visit in less than 45 minutes without feeling like no stones were unturned. Incredibly impressed with the flow the office had.

– Women’s Health Bethlehem

“I cannot stress enough how each person on this team at this office listens to the patient and their concerns.”

– KidsCare Bethlehem

“The whole staff is very friendly and attentive. I truly feel comfortable and at ease with everyone I’ve dealt with.”

– Family Medicine Bethlehem