

# LVHN QUARTERLY

Winter 2015



## INTRODUCING LVHN QUARTERLY

### Welcome to the debut of LVHN Quarterly.

It's part of a communication transformation that began thanks to colleague feedback. Last fall, more than 2,000 colleagues took a survey and told us how they want to receive important news about LVHN. Based on those results, we now are delivering information about our health network to you in three ways:

### LVHNQUARTERLY

This magazine will be mailed to colleagues' homes four times a year so you can read it at your convenience, like Felicia Pompa, RN (pictured). It contains news that is important to you and information you can use to help make LVHN the best it can be. Here you'll find:

- ▶ **Cover:** The big story of the quarter and a to-do list containing things all colleagues should do in the months ahead
- ▶ **Pages 2-3:** The latest LVHN news and a Q&A to help you understand our strategy during this era of reform
- ▶ **Pages 4-5:** A chart showing the status of our goals and stories about ways you can help us achieve them
- ▶ **Pages 6-7:** Details about our health plan, benefits, wellness programs, recreational opportunities, discounts and other things available to colleagues
- ▶ **Page 8:** An inspiring story about a colleague or team

### LVHNWEEKLY

This is the new name of the email you receive every Friday that provides links to the week's LVHN news stories.

### LVHNDAILY

This is the new name of what was "Mission Central." Go here for daily news, announcements and updates. Access it from the intranet ([lvh.com](http://lvh.com)) or by going directly to [daily.LVHN.org](http://daily.LVHN.org) on a health network computer. It has a new look and many new features.

You can:

- ▶ Share photos (and captions) of things happening in your department
- ▶ "Like" and share posts
- ▶ Search stories by category

-Rick Martuscelli



## your TO-DO LIST

**1. Attend the Colleague Forum on April 2 at 2 p.m.** Search #Forum on LVHN Daily for locations. Can't attend? Watch a video of the forum on LVHN Daily beginning April 6.

**2. Have a Casual Conversation with Dr. Nester.** Search #Casual on LVHN Daily for the schedule.

**3. Complete the third quarter TLC bundle by March 31.** Click the TLC icon on your SSO toolbar.

**4. Know your blood pressure and body mass index.** Report your numbers by June 30. Read more on page 5.

**5. Attend Epic's Wave 2 training if you are assigned.** Training takes place May-July (see page 2).

# THE EPIC TRANSFORMATION

Feb. 18 was an epic day at LVHN. It was when we launched LVHN Epic, our new electronic medical record (EMR) system, in more than 150 LVPG and LVHN ambulatory practice sites. This was Wave 1 Go-Live – the first of multiple go-lives and optimizations for our customized EMR.

## Consistency across LVHN

Creating one integrated Epic system over the coming year will provide information consistency and process standardization. With the Wave 1 launch, each ambulatory colleague – from front desk to provider to billing – now follows standardized workflows while utilizing screens and templates that look and feel familiar no matter which practice you're in. And because everyone is utilizing the same LVHN Epic system, patient information can be communicated seamlessly should a patient require care at another LVPG practice or even

another Epic-connected health care provider in the United States.

## Next: Wave 2

Wave 2 Go-Live for LVHN inpatient units is slated for Aug. 1. The LVHN Epic team is testing inpatient modules and applications, as well as installing larger monitors and other Epic-related equipment in our Lehigh and Northampton county hospitals. Wave 2 super users (1,000+) will attend training in May. Beginning in June, more than 9,000 inpatient colleagues will take training classes at LVHN–One City Center.

### prepare for WAVE 2

May - Wave 2 super user training

June–July - Wave 2 end user training

Aug. 1 - Wave 2 Go-Live

## MyLVHN

### The Story of Your Health

As a patient, you can utilize one of the premier features of Epic: the MyChart® patient portal, which will be known here as MyLVHN. Activating your MyLVHN account will initially take place at an appointment with your LVPG provider. After that, you can log on to your account at [MyLVHN.org](http://MyLVHN.org) using your computer or smartphone. Whenever you have a question – whether it's about a recent appointment, bill or immunization – MyLVHN will allow you to access your information or securely message your provider's team. Need an appointment? You can request that through the portal too. With MyLVHN, you'll have access to your personal health information like never before, helping you know and understand the story of your health.

-Jenn Fisher

In Case You Missed It

## LVHNDAILY

Get details on these stories by searching the corresponding hashtag (#).

▶ LVHN's ACO joins Medicare Shared Savings Program (#ACO)

▶ Inpatient rehab facility coming to LVH–Cedar Crest (#Rehab)

▶ LVH–Muhlenberg named an Ebola Treatment Center (#EbolaCenter)

▶ Affiliation established with Pocono Medical Center cancer center (#Pocono)

▶ Get free shipping on prescription refills (#RxShipping)

# NEW NAMES FOR LVPG PRACTICES



**We're making it easier for community members to identify the practices affiliated with Lehigh Valley Physician Group (LVPG).** Each practice's name now follows a standard format: LVPG, followed by the specialty, followed by the location.

These name changes also will help us as LVHN and LVPG transition to the Epic electronic medical record system, ensuring our patients have continuity with and access to the story of their health.

These changes will be phased in, so you may see communications that include a practice's old name and its new name. This

will give our patients time to adjust and will help us to fully transition to our new identity.

LVPG includes more than 1,000 providers, more than 140 practices and 45 specialties. It includes neonatal care to pediatrics, primary care including family and internal medicine and women's health, through just about every specialty and subspecialty you or someone you care about may require.

Recently LVPG expanded to include:

- ▶ Six new cardiologists who joined LVPG Cardiology–1250 Cedar Crest
- ▶ VSAS Orthopaedics, with locations in Allentown and Bethlehem

-Kyle Hardner

Get a list of practice names and learn all about LVPG at [LVHN.org/LVPG](http://LVHN.org/LVPG).

Learn about LVPG expansion

**LVHNDAILY**

Search #LVPG for information about LVPG Cardiology and VSAS.

# WHY IT'S TIME FOR EPIC



Chief medical officer  
Tom Whalen, MD

## Q Why are we investing in a new electronic medical record (EMR) system?

The decision to select a new EMR system was initiated about five years ago. At that time, there were concerns about the sustainability of the GE systems we were using (the Centricity suite). Additionally, we recognized that vital patient information wasn't always accessible across LVHN. You've heard the term 'information silos' – that's what happened too frequently with patient information. We needed to find the best way to address these concerns. Led by chief information officer Harry Lukens, we embarked on a careful, widely inclusive process to survey the major available systems. Epic was the overwhelming choice of our staff.

With Epic, silos won't exist. It is one chart for one patient. Since Feb. 18, all LVPG practices and ambulatory sites are on the Epic platform. On Aug. 1, our hospital locations in Allentown and Bethlehem will be too. In the future, our Hazleton campus will be on the Epic system.

## Q How will this help our patients?

Patients are the primary beneficiaries of this new system. Epic will allow us to provide better and more comprehensive care to the people we serve because every provider they work with at LVHN and LVPG will have the benefit of knowing the same information. Tests won't be repeated unnecessarily; medication conflicts will be flagged; a patient's overall health will be understood as a whole, not just in parts found in one practice's chart.

The other exciting part of using Epic is the patient portal: [MyLVHN](#). Patients we care for will have the option to enroll and access parts of their personal health record. They will be able to request appointments, receive reminders about appointments, communicate with their provider's care team and request help with prescription refills. It's a consumer-friendly portal that will engage our patients in their health in a way we've not been able to offer before.

## Q How does Epic fit into population health?

As part of health care reform, we must provide value-based care, not volume-based care. Utilizing Epic's population health tools and report-generating capabilities, we can look at data from large groups of patients and anticipate trends or plan for types of care that will be needed in the future. We also can harness the power of information to identify patients who would benefit from a team approach to their care. By helping those patients stay healthy and avoid complications, we encourage them to experience a better quality of health, and as a health network we will benefit by doing all we can to keep them healthy.

-Jenn Fisher



# ARE WE REACHING OUR GOALS?

WE'RE STRIVING TO ACHIEVE OUR GOALS RELATED TO THE TRIPLE AIM: BETTER HEALTH, BETTER CARE AND BETTER COST. HERE'S A LOOK AT WHERE WE STAND.

## Triple Aim



### Network Goal

### Year to Date

Keep the cost per Choice Plus member below our goal.



For 60% of colleagues to know and report their blood pressure and body mass index to employee health (As of Feb. 20, we're on target: 38%)



Minimize preventable harm by reducing our risk-adjusted mortality index (which takes into account patient characteristics that increase or reduce the risk for dying in the hospital) and our risk-adjusted harm rate (which includes things such as infections, falls and pressure ulcers).

Minimize patient-related disruptions by reducing unplanned readmissions and low-risk C-sections, and increasing consults for patients who need palliative care.



Provide the best possible experience to achieve Press Ganey, HCAHPS and CAHPS score goals.

Increase the value of our care through preventive care and chronic disease management.



Keep the expense per patient encounter below our goal.



Green = Meeting our goal




Red = Opportunity for improvement



Goal must be achieved at the end of fiscal year 2015 to earn a Shared Success Plan (SSP) bonus in October.

# ANSWERS TO YOUR TOP 5 KNOW YOUR NUMBERS QUESTIONS

**Know Your Numbers, our biometric screening program, is part of our “better health” goal, which we must achieve to earn a Shared Success Plan  bonus (see chart).** Knowing your blood pressure (BP) and body mass index (BMI) is important because it helps identify your health risks. Plus, the aggregate health information collected will help us create new programs and services to help you live well.

*Here are answers to commonly asked questions.*

## **1 I submitted my BP and BMI to Populytics when I did my health and wellness assessment prior to open enrollment. Does that count?**

No. The information you submitted to Populytics is confidential. The results cannot be shared. To contribute to our goal, you must be screened by employee health, a health care provider, or at [LVHN Fitness](#) or [Steel Fitness](#), and submit your results to employee health.

## **2 Why is this part of our better health goal?**

Good health enhances your quality of life at home and work, which also helps us provide quality care. We're in a unique position to set a healthy example for our community. When you're healthy, you spend less on health care and prevent unnecessary costs to our health plan (Choice Plus).

## **3 Will my screening results remain confidential?**

Yes. HIPAA guidelines require us to keep protected health information safe, secure and confidential. We take that responsibility seriously.

## **4 Will I be penalized if my numbers are high?**

No. If your numbers are high, we hope you'll take steps to address your health risks.


## **5 Is this a result of the Affordable Care Act?**

Americans spend 19 cents of every dollar on health care. One of the Affordable Care Act's goals is to lower health care costs. Knowing your numbers can help you avoid preventable conditions, lower health care costs and live well.

*-Sheila Caballero*

get SCREENED

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**LVHNDAILY** 


Search **#KnowYourNumbers** to learn how to get screened and submit your numbers.

## ENGAGING OUR PATIENTS

**Engaging patients means inviting them to partner in their care.** We want them to share their symptoms, learn about their condition and ask questions when they don't understand. Our role is to listen, explain and keep them informed.

*Engagement:*

- ▶ Leads to fewer errors and callbacks
- ▶ Reduces patient and family anxiety
- ▶ Lowers per-case costs
- ▶ Improves outcomes
- ▶ Creates better patient experiences

Engaging patients and giving them the best possible experience will help us earn higher Press Ganey, HCAHPS and CAHPS scores, which is part of our “better care” goal  (see chart). Here are three ways we're making that happen.

### **Physician communication video**

Created to help physicians understand how communication impacts care quality in the hospital, the video:

- ▶ Features LVPG physicians
- ▶ Uses patient care scenarios to share tips and highlight communication benefits
- ▶ Includes patient perspective and thoughts
- ▶ Will be shown to all LVPG groups with hospital privileges

watch the VIDEO

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**LVHNDAILY** 

Search **#DoctorComm** for our physician communication video.

### **Care team tools**

New tools are making patient engagement a priority:

- ▶ Standardized communication boards
  - New boards installed in all inpatient rooms
  - Highly visible place to share important care notes and patient questions
- ▶ Admission orientation
  - Pilot program on several LVH–Muhlenberg units
  - Nurses encourage patients upon admission to share, learn and ask
  - Process will be evaluated for possible expansion network-wide

### **iRound**

To ensure our engagement efforts are on track, we're piloting a real-time hospital patient survey using iPads:

- ▶ Patients are interviewed while still in the hospital.
- ▶ Any concerns, including communication, can be immediately addressed.
- ▶ Feedback also helps managers recognize exceptional colleague performance.

*-Gerard Migliore*

Visit [hr.lvh.org](http://hr.lvh.org) for the Culture of Wellness booklet.

## LOSE WEIGHT WITH PROFESSIONAL SUPPORT



**There is a growing body of evidence that proves strong links between the foods we eat and our ability to maintain good health.** But sorting through the clutter of contradictory health studies can be confusing. That's where support from weight-loss experts – and our Culture of Wellness benefit – can help.

Our Supportive Weight-Loss Program includes six months of counseling and support from a dietitian like Joanie Troutman (pictured), a behavioral health specialist and an exercise physiologist. Here is how these professionals can help you:

- ▶ **A dietitian** will help structure a meal program that includes smaller, more frequent meals with the right balance of nutrients.
- ▶ **A behavioral health specialist** can identify your mental and emotional reasons for eating and suggest behavior modifications.
- ▶ **An exercise physiologist** will create a personalized fitness plan that can be done at home or in the gym.

*For Choice Plus members, the cost of the program is reimbursed 100 percent through our \$700 Culture of Wellness benefit.*

The program also is for people who want to maintain or enhance their nutrition, or alter their body composition. While everyone's health and wellness challenges are unique, incorporating advice from a weight management professional into your life can:

- ▶ Give you more energy
- ▶ Improve your blood sugar
- ▶ Give you a new perspective on nutrition and the resources and support to make your goals attainable

*-Sheila Caballero*

schedule an APPOINTMENT

Call **610-402-CARE** to register for our Supportive Weight-Loss Program or to learn about other weight management programs.

*LVHN Quarterly is a magazine for LVHN colleagues.*

**Vice president, marketing and public affairs**  
Susan Hoffman

**Director of communications**  
Pamela Riddell

**Editorial manager**  
Kyle Hardner

**Editor**  
Rick Martuscelli

**Creative manager**  
Teressa Colbaugh

**Designer**  
Michael Hess

**Photographer**  
Rick Sweitzer

**Production assistant**  
Alane Mercer

## CAFETERIA 'MINDFUL MEAL DEAL' EXPANDED

**The "Mindful Meal Deal," a healthy daily hot entrée that's been available at the LVH–Cedar Crest, LVH–17th Street and LVH–Muhlenberg cafeterias, has been expanded to include a piece of fresh fruit (generally apple, orange or banana) and a healthy milk product – skim, 1 percent or lactose-free milk, as well as soy or almond milk (which carries an additional charge).**

The Mindful Meal now mirrors the "MyPlate" government initiative for a healthier America, which recommends healthy guidelines for a meal plate that includes one-quarter protein, one-quarter complex carbohydrates, one-half fruits and vegetables, and low-fat milk.

There's another incentive to choose a Mindful Meal besides your wellness. The complete meal earns you triple points (double points for any a la carte combination of sides) on your Frequent Diner's Card, where points are awarded for each dollar you spend in the cafeteria. With 500 points, you qualify for a \$5 gift card. See a cafeteria cashier about getting a card.

At LVH–Cedar Crest, the Mindful Station is now where the 'Mein Bowl' (daily Asian-specific fare station) had been located. This prominent location puts more focus on healthy choices and is now called "Main Fare." The Mindful Station also features fruits and vegetables from local farms, which are very popular cafeteria items.

*-Ted Williams*

# THE RECREATION COMMITTEE HAS PERKS FOR YOU

## You could take advantage of big discounts on your monthly cellphone bill just for being an LVHN colleague.

These discounts – offered by four major cellphone companies – are one of several perks you'll find on our recreation committee's intranet site.

### access the SITE

Visit [lvh.com](http://lvh.com). In the left column under "Colleague Resources," click "Recreation Committee."

Here's what else you'll find:

- ▶ Tickets to shows and sporting events, including the Lehigh Valley IronPigs, Lehigh Valley Phantoms, Philadelphia 76ers, New York Jets and Hershey Bears
- ▶ Day trips and multiple-night vacations

- ▶ Discount tickets to amusement parks and other entertainment venues
- ▶ Restaurant discounts
- ▶ Savings from local retailers, including discounts on auto repairs, computers, jewelry, health care apparel/shoes, mattresses and more
- ▶ Discounts at local hotels and resorts
- ▶ Information about LVHN clubs and leagues (e.g., golf, bowling and volleyball)

### upcoming TRIPS

#### Walt Disney World

Oct. 11-15

Stay at Disney's Pop Century Resort.

#### Gourmet Shopping in NYC

May 31

Visit the recreation committee site for information on these and other trips.

### FAQs

#### How do I join the committee?

Email [Donna.Stout@lvhn.org](mailto:Donna.Stout@lvhn.org). The committee meets monthly.

#### Are credit cards accepted?

No. Cash and checks are accepted.

#### Can family and friends take advantage of discounts and events?

Unless specified on the intranet site, family and friends are welcome to join you at recreation committee events. Details for each discount specify whether it applies only to colleagues or if others can take advantage of them.

-Ted Williams

### take a SURVEY

Visit the recreation committee site and tell us which discounts, trips and events you want.

# BECOME A BETTER HEALTH CARE CONSUMER



## Whenever you or a family member suffers an illness or injury, you must decide the most appropriate place to go for care.

The decision you make affects:

- ▶ **You** – Where you go determines your out-of-pocket expense and may determine how long you wait for care.
- ▶ **Our patients** – Going to the most appropriate place helps ensure colleagues can most efficiently care for you and our other patients.
- ▶ **Our health plan (Choice Plus)** – Going to the most appropriate place helps to manage plan costs. In fiscal year 2014, our health care claims costs were \$126 million.

Your choices:

- ▶ **Primary care provider (PCP)** – It's always your first option if your illness or injury isn't an emergency.
  - \$15 co-pay per visit (if you have the Choice Plus PPO Plan and use a Choice Plus physician during normal hours)

### find a DOCTOR

Visit [LVHN.org/findadoc](http://LVHN.org/findadoc) for profiles and videos, or call **610-402-CARE**.

- ▶ **ExpressCARE** – Get care without an appointment every day of the year for common illnesses and minor injuries.
  - \$15 co-pay per visit (if you have the Choice Plus PPO Plan)

- ▶ **ER** – Get care for more serious illnesses and injuries.
  - \$50 co-pay for accident or medical emergency, waived if admitted to the hospital (if you have the Choice Plus PPO Plan)
  - \$200 co-pay for a non-accident or nonmedical emergency, waived if admitted (if you have the Choice Plus PPO Plan)

If you have the Choice Plus HSA Plan, you pay 10 percent of the cost after your deductible is met at all of these locations. So, choosing the appropriate location with the lowest costs will save you dollars.

-Rick Martuscelli

### learn where to go FOR CARE

**LVHNDAILY** 

Search **#ExpressCARE** for a list of locations.



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A PASSION FOR BETTER MEDICINE



(L-r) Meghan Hoffman, RN, and Dylan (born April 24); Karen Saunders and Micah (born April 25); Cassandra Christiansen, RN, and Caleb (born May 23); Emily Shirk, RN, and Cole (born June 10); Lynn Welliver, RN, and Brooke (born July 18); Gessenia Becker, RN, and Harrison (born July 29); Jazzy Diaz and Xavier (born Aug. 17); and Andrea Walsh, RN, and Ava (born Oct. 1); (not pictured) Xiomara Franco, RN, and Marco (born Aug. 6)

## A BANNER YEAR FOR BABIES

**Baby booms in LVH–Cedar Crest’s labor and delivery unit are commonplace.** But the boom it experienced last year was a little different. It involved the department staff.

“We kept announcing pregnancies – one of us after another,” says Emily Shirk, RN, one of seven nurses and two technical partners who delivered babies in 2014. “Patients would see one pregnant nurse, and then on the next shift

they would see another. They began to ask if everyone was pregnant here.”

From late April until Oct. 1, colleagues were delivering babies and taking their entitled 12 weeks to tend to their newborns. Managing so many new moms at once began to create scheduling problems for Karen Groves, RN, the unit’s patient care manager.

“August and September were rough,” Groves says. “I created a pregnancy calendar to map out who would be out when. Everybody pitched in.”

Teamwork continues to be the key. All nine moms have been breast-feeding, and some continue to take turns at a pumping station set up on the unit to accommodate them during their shifts. “At LVHN, we promote and support breast-feeding through immediate maternal/neonatal bonding,” Shirk says. “Obviously we practice what we preach.”

However, not everybody on the unit is in a rush to join the baby boom. “The rest of us thought maybe we should avoid drinking the water around here,” Groves says. “Nine new moms on one unit at one time – that’s plenty.”

-Ted Williams