

Friday FACTS

APRIL 8, 2016

THIS IS A LEHIGH VALLEY HEALTH NETWORK INTERNAL PUBLICATION ABOUT HAZLETON

Achieving Goals in 2016

The first three months of 2016 have been very busy with our inpatient and outpatient volumes exceeding budget projections. Even though all of you are very busy, you're not forgetting about the physical and emotional needs of our patients. As illustrated below, patient satisfaction continues to be on the increase, which is directly attributed to your hard work and dedication to our patients. March was an exceptional month, and the year-to-date scores (July 1, 2015-March 31, 2016) are just as impressive.

To thank you for your outstanding performance, Monday has been designated as "Sundae" day at the Lehigh Valley Health Network (LVHN) facilities in Hazleton. Our Executive Scoopers are looking forward to visiting Lehigh Valley Hospital (LVH)—Hazleton, Health & Wellness Center at Hazleton, Health Center at Mountain Top and the Lehigh Valley Physician Group (LVPG) offices to personally say "thank you" and provide you with a tasty treat.

Keep up the great work.

INPATIENT		
Categories	March	Year-to-Date
Rollup	75.8	70.2
Rate Hospital	57.7	54.9
Communication with Nurses	84.8	79.8
Response of Hospital Staff	82.2	71.0
Communication with Doctors	81.4	78.3
Hospital Environment	67.9	62.5
Pain Management	72.5	67.5
Communication about Medicines	70.3	62.0
Discharge Information	89.5	85.7

OUTPATIENT REHAB		
Categories	March	Year-to-Date
Rollup	93.5	93.1
Overall	91.7	93.2
Scheduling and Registration	90.9	93.7
Facility	91.4	90.2
Physical Therapy	94.7	94.1
Occupational Therapy	91.0	92.4
Personal Issues	94.4	93.6
Overall Assessment	95.5	94.5

LEHIGH VALLEY PHYSICIAN GROUP		
Categories	March	Year-to-Date
Rollup	93.5	92.2
Access	90.7	90.8
Moving through the Visit	84.1	83.9
Nurse/Assistant	94.3	93.8
Care Provider	94.2	94.8
Personal Issues	94.7	94.5
Overall Assessment	95.0	95.1

HOME HEALTH		
Categories	March	Year-to-Date
Rollup	93.8	93.0
Arranging Home Health	94.2	92.7
Managing Home Health	94.9	92.1
Nurses	94.5	94.4
Personal Issues	92.1	91.9

Welcome New Colleagues

Please welcome the following colleagues to the LVHN family:

LVH—Hazleton: **Christopher Morro, RN**, float pool; **Elisa Laird, RN**, step down unit; **Anthony Villafuerte, PT**, Gunderson Center for Inpatient Rehabilitation; **Tara Jackson**, ultrasound technologist, ultrasound; **Heide O'Brien**, radiology technologist, radiology; **Haylee Burnhauser**, radiology technologist, radiology; **Shauna Quirk**, radiology technician, radiology

LVPG—Hazleton: **Elaine Castellon**, client services representative, client services; **April Atkins**, client services representative, client services; **Melissa Zegley**, medical assistant, LVPG Orthopedics; **Renee Luchetta**, medical assistant, LVPG Podiatry; **Julia Chamberlain**, medical secretary/receptionist, LVPG Family Medicine—Hometown

Health & Wellness Center: **Tara Fallon**, phlebotomist, laboratory; **Regina Belitts**, registrar/insurance verifier, registration; **Cindy Scaran**, registrar/insurance verifier, registration

Health Center at Mountain Top: **Lisa Tarapchak, LPN**, LVPG—Hazleton; **Jessica Byers**, Medical secretary/receptionist, LVPG—Hazleton; **Gail Cunningham**, secretary/receptionist, LVPG—Hazleton

CONTACT US

Call Lisa Marie Halecky (x4249 or email Lisamarie_E.Halecky@lvhn.org) to contribute information.

A PASSION FOR BETTER MEDICINE

