

LVHN QUARTERLY

Spring 2015



NEW FOUR-STORY PAVILION WILL BRING BIRTHS, REHAB TO LVH–MUHLENBERG

In response to high demand for health care region-wide and requests from community members to provide obstetrics and newborn services in the Bethlehem area, LVHN is planning construction of a new four-story pavilion at LVH–Muhlenberg.

It will include obstetrics and newborn services that will accommodate about 2,000 deliveries annually. These birthing services will be the first in LVH–Muhlenberg's 54-year history. The new pavilion also will include a Center for Inpatient Rehabilitation and shell space to accommodate future growth.

The cost of the project is \$93.6 million. Groundbreaking is tentatively planned for September 2015, with the building expected to be open by July 1, 2017. The construction costs will be paid through a combination of capital funding from LVHN and philanthropic gifts from community members.

The new pavilion will offer 161,000 square feet of space. Floors two and three will be reserved for obstetrics and newborn services, which will include:

- ▶ A mother-baby unit with 20 private rooms
- ▶ A nursery with 16 bassinets
- ▶ A Level II NICU with 10 private rooms
- ▶ Eight state-of-the-art labor, delivery and recovery rooms
- ▶ Two operating rooms
- ▶ Five obstetrics triage beds
- ▶ A three-bay post-anesthesia care unit area
- ▶ A four-bed antepartum unit

Floor one will be home to the Center for Inpatient Rehabilitation–Muhlenberg. It will include 28 rehabilitation beds and is similar to the Center for Inpatient Rehabilitation–Cedar Crest that will open in July.

The new pavilion will be built on the south side of the campus, and will be connected to the main hospital through the existing South Tower lobby and the former hospital cafeteria. The project calls for the removal of the current Banko Community Center, which is currently used for conference space, community events and behavioral health programs. These programs and services will be relocated.

–Kyle Hardner



Conceptual rendering

your TO-DO LIST

1. Schedule your remaining PTO.

The last day to use PTO in fiscal year 2015 is June 20.

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

3. Complete the fourth quarter bundle by June 30. Click the TLC icon on your SSO toolbar.

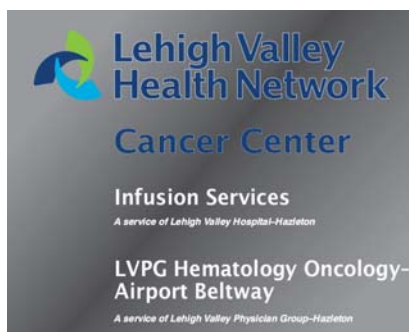
4. Know your blood pressure and body mass index. Report your numbers to employee health by June 30.

5. Attend Wave 2 Epic training June 1 to July 26. Remember, inpatient colleagues: no training, no access to Epic.

CANCER CENTER AMONG MANY NEW HAZLETON ARRIVALS

This summer, LVH–Hazleton will open its first dedicated Cancer Center at 388 Airport Road, Hazle Township. LVPG hematologist oncologists Michael Evans, MD, Harvey Hotchner, MD, and Thomas Lyons, PA-C, will relocate from their current location at 1000 Alliance Drive to the new center.

The LVHN Cancer Center–Hazleton will include seven exam rooms and eight infusion rooms, and will provide diagnosis, treatment and chemotherapy services so people in Hazleton and the surrounding communities can receive comprehensive cancer care close to home. Specialty cancer services such as genetic testing, surgery and clinical trials will be available for Hazleton-area residents at LVH–Cedar Crest as needed.



Since merging with the former Greater Hazleton Health Alliance in January 2014, LVHN has grown significantly in Hazleton, implementing:

- ▶ A new ExpressCARE location
- ▶ A rebranded LVPG–Hazleton
- ▶ Two new service lines (oncology and orthopedics)

- ▶ New internal medicine and pediatrics practices in the Conyngham-Sugarloaf Valley (which opened this month)
- ▶ The recruitment of 11 new physicians and 11 new advanced practice clinicians

Additionally, LVHN has engaged a national health care strategic consulting firm (Kaufman Hall) to conduct market research and help determine a strategy that will allow LVHN to meet the health care needs of people in Hazleton and the surrounding communities into the future.

–Kyle Hardner

Meet LVPG–Hazleton providers

LVHNDAILY

Search #HazletonProviders to see their videos.

LVHN GROWTH IN THE LEHIGH VALLEY

To further our mission, we're opening new facilities and expanding services in the Lehigh Valley.

Center for Inpatient Rehabilitation

This 34-bed facility will open in July on the sixth and seventh floors of LVH–Cedar Crest's Kasych Family Pavilion. All patient rooms will be private. Patients recovering from stroke, neurological disorders, orthopedic injuries, amputations and other conditions will receive at least three hours of rehabilitation therapy almost every day for an average of two weeks.

Health Center at Fogelsville

Located on Route 100 north of the Tilghman Street intersection, our 13th health center (pictured) will open July 28. Services will include:

- ▶ Primary care
- ▶ ExpressCARE
- ▶ Pediatrics
- ▶ Obstetrics and gynecology
- ▶ Rehabilitation services
- ▶ X-ray and ultrasound
- ▶ Laboratory services

Visit LVHN.org/expresscare for all our ExpressCARE locations.



Outpatient rehabilitation

Rehabilitation services will be provided at Health Center at Bath beginning in August.

ExpressCARE

ExpressCARE is now available at the Nesquehoning Medical Center. The facility includes services from LVHN and Blue Mountain Health System.

–Rick Martuscelli

Follow our growth

LVHNDAILY

Search #Fogelsville to watch the construction progress via webcam.

In Case You Missed It

LVHNDAILY

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

- ▶ Watch Dr. Nester's Colleague Forum or read the recap (#Forum)

- ▶ LVHN's attendance policy explained (#Attendance)

- ▶ Changes in our leadership structure announced (#Leadership)

- ▶ SELECT students attend LVHN's first-ever Match Day celebration (#MatchDay)

- ▶ What is and isn't being done with colleagues' BP and BMI numbers (#Numbers)

WHY LVHN MUST GROW



**President and chief executive officer
Brian Nester, DO, MBA, FACOEP**

Q Why are we growing during a time when it's difficult for us to be financially strong?

All healthy things grow, and LVHN is a healthy organization. We're growing by investing in new facilities and expanded services because it's the right thing to do for our community. By increasing our presence throughout the Lehigh Valley and Hazleton areas, we're making it more convenient for people to access the care they need. Plus, we must grow to ensure future financial strength. The growth described in this magazine is a key part of our strategic plan.

Q How do we pay for growth?

As a not-for-profit health network, we strive to achieve our target operating margin, which is the percentage of our income left over after the bills are paid. Experts say a health network needs a 4 to 5 percent margin to properly invest in strategies to grow and maintain its facilities and equipment. Achieving an operating mar-

gin that high is difficult. We're on track to achieve nearly a 4 percent operating margin this fiscal year, which is very good compared to other health care organizations. This will allow us to invest in the services our community needs.

Q What kinds of services do we need to grow?

Primary care and ExpressCARE are essential services, and people now have numerous options where to get walk-in care, including inside pharmacies and grocery stores. To make access to LVHN care just as convenient, we must grow our number of primary care providers and ExpressCARE locations.

We also must grow and further integrate our rehabilitation services inside and outside the hospital environment. This investment will enhance the connection between the hospital care we provide and other important outpatient programs like home care and hospice. In this regard, we plan to open our Center for Inpatient Rehabilitation this summer at LVH-Cedar

Crest. Outside the hospital, there continues to be great demand for outpatient rehabilitation services as well. To meet our community's needs, we'll open five additional outpatient rehab facilities in 2015.

Q Are we focused on growth in certain geographic areas?

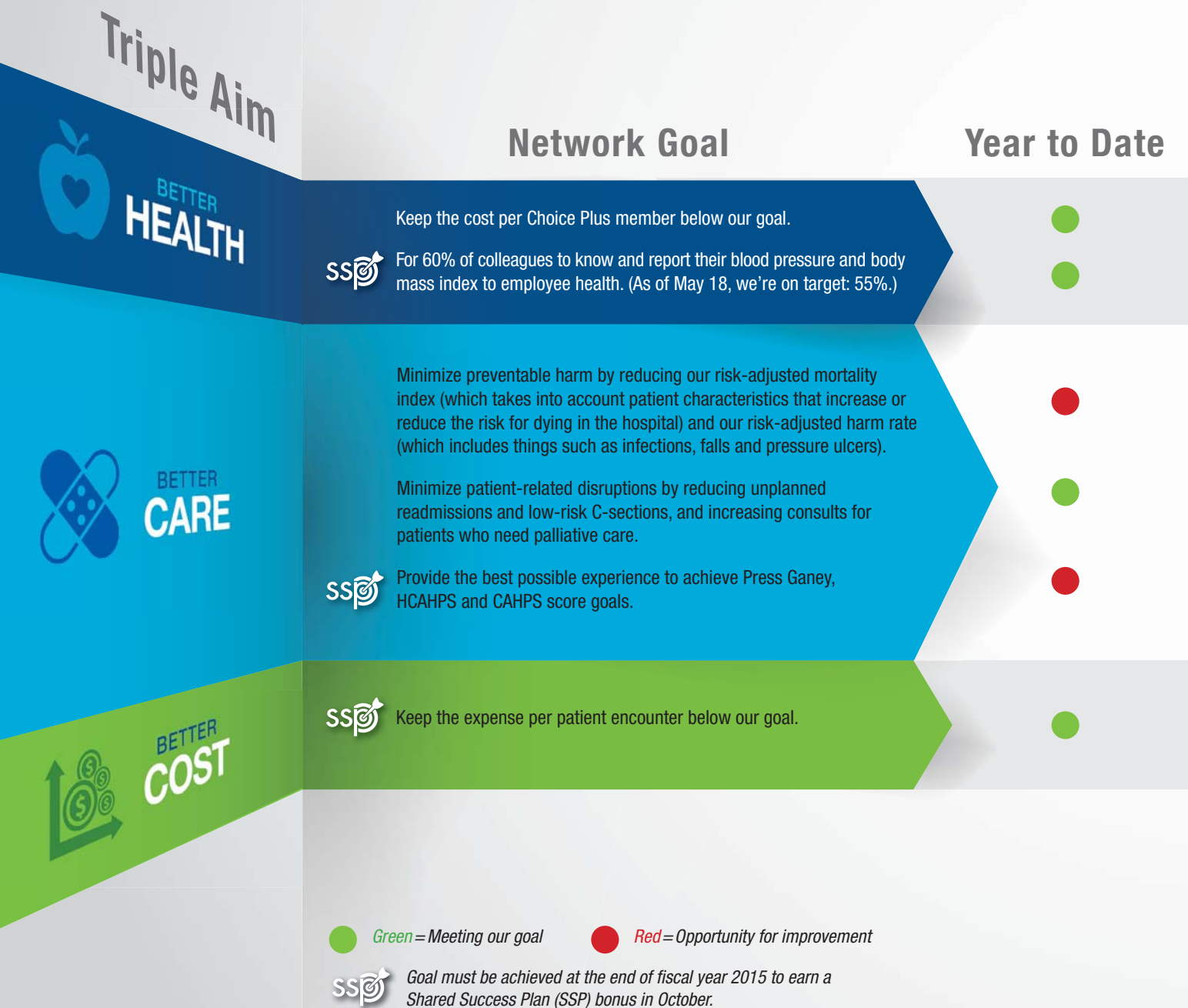
We have an opportunity to care for more people in Northampton County. That is why we are expanding LVH-Muhlenberg and adding facilities and providers in this part of our community.

In addition, we're expanding services in Hazleton so people can get care closer to home. We're growing Hazleton services where demand is greatest: cancer, orthopedic and heart care, ExpressCARE and primary care. We're also exploring the best location to build a new acute care facility in the Hazleton area and determining which services we'll provide there.

-Rick Martuscelli

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.





IMPROVING PATIENT SATISFACTION

Everyone has experienced great customer service. You felt heard and respected. Your business was valued. As a health care professional, it's sometimes difficult to equate what you do with "customer service," but that's precisely what patient satisfaction is about. Each colleague, regardless of where you work, plays a role in how patients and family

members feel they are treated, and whether they're satisfied with our service.

On 7C, LVH—Cedar Crest's cancer unit, patient satisfaction scores are surprisingly high among patients enduring very difficult circumstances. (L-r) Nicole Reimer, RN, Sarah Mason, RN, and Deidre Kutzler, RN, provide insights about the patient/nurse culture on 7C and how they ensure every patient's impression of hospitalization is a good one.

How 7C colleagues enhance patient satisfaction

When interacting with patients and families:

- ▶ Build trusting relationships
- ▶ Treat them like a friend and let them know colleagues care
- ▶ Help them understand colleagues are competent
- ▶ Embrace family presence
- ▶ Remember that patients are people outside of their illness
- ▶ Ease fears

- ▶ Make eye contact
- ▶ Smile and laugh
- ▶ Celebrate successes and milestones
- ▶ Pay attention and offer what they need when (or before) they need it
- ▶ Ensure they get what they want

When interacting with colleagues:

- ▶ Respect each other (patients notice that)
- ▶ Believe in teamwork and pair up to help each other
- ▶ Welcome new colleagues to the team
- ▶ Huddle daily so everyone is informed

When things are difficult:

- ▶ Don't take it personally if a patient or family member complains
- ▶ Don't be defensive; listen to what's really bothering someone
- ▶ Remember: Some people yell when coping under stress
- ▶ Avoid complaining in front of patients

-Jenn Fisher

PALLIATIVE MEDICINE FOCUSES ON QUALITY OF LIFE

People with multiple serious illnesses can feel overwhelmed. In addition to experiencing pain and lost function, they face:

- ▶ Ongoing medical appointments
- ▶ Complicated medication regimens
- ▶ Frequent hospital stays
- ▶ Increased stress on family

OACIS (optimizing advanced complex illness support), LVHN's palliative medicine program, helps people manage these issues, stay out of the hospital and maximize their quality of life. Because fewer hospital readmissions and better care of people with serious illness is a win-win for patients and LVHN, increasing OACIS consultations is one of our "better care" goals (see page 4).

Keep these things in mind:

- ▶ Palliative care is appropriate at any age and stage of illness, and can be provided simultaneously with other treatments.

- ▶ Services focus on symptom management, help navigating care transitions and advanced care planning.
- ▶ Family member involvement is critical.
- ▶ Most insurance plans cover palliative care.
- ▶ You can help patients access OACIS services by:
 - Alerting their primary care provider
 - Alerting the attending physician if the patient is hospitalized
 - Encouraging patients to discuss their wishes with their physician

The OACIS team includes physicians, advanced practice nurses (APNs), clergy, social workers and other colleagues. Before care begins, the team strives to understand each patient's physical, emotional, social and spiritual needs, as well as his or her treatment goals and preferences.

Services are offered in three settings:

- ▶ **Home-based consults** – APNs visit the patient's home or assisted-living facility.
- ▶ **Inpatient consults** – Physicians and APNs collaborate with the hospital care team.
- ▶ **Outpatient clinic** – Physicians and APNs meet with patients and families in LVH—Cedar Crest's Cancer Center.

-Gerard Migliore

Learn more about OACIS

Visit LVHN.org/oacis for details on program goals, care settings and more.

download INFORMATION

Visit hr.lvhn.org for the Culture of Wellness booklet.

JOIN LVHN FITNESS WITH CULTURE OF WELLNESS DOLLARS

Colleagues enrolled in Choice Plus can use their Culture of Wellness dollars on an LVHN Fitness membership. As a colleague and a new member, you can take advantage of a complimentary personal consultation with Sara Stofanak (shown with Rob Fatz) or any college-degreed exercise professional at LVHN Fitness. You'll receive a fitness assessment and individualized exercise program utilizing equipment at any LVHN Fitness location. Plus, family members covered by Choice Plus also are eligible to be reimbursed for their monthly membership through our Culture of Wellness benefit.

get the class SCHEDULE

Visit LVHN.org/fitness for class times and descriptions at each location.

- ▶ **LVHN Fitness—Cedar Crest**
1243 S. Cedar Crest Blvd., Allentown
610-402-3699
- ▶ **LVHN Fitness—Muhlenberg**
1770 Bathgate Road, Bethlehem
484-884-2851
- ▶ **LVHN Fitness—Mack Boulevard**
(Colleagues only at this location)
2100 Mack Blvd., Allentown
610-402-3699
- ▶ **LVHN Fitness—One City Center**
707 Hamilton St., Allentown
484-862-3001

The membership fee for colleagues is only \$44 per month. Family pricing discounts are provided (see story below). To be reimbursed through your Culture of Wellness benefit, you must visit a facility a minimum of eight times per month for at least 30 minutes.



Being a member of LVHN Fitness also allows you to participate in these classes:

- Boot Camp
- Cardio Cross Training
- Chisel
- Core Synergy
- Cycling
- Energizing Yoga
- Every Body's Yoga
- Exercise for Life
- Relaxing Yoga
- Rip n' Ride
- S.T.A.T. (Strength, Train and Tone)
- Staying Strong
- Tabata
- Very Gentle Yoga
- Yoga Basics
- Yogalatte
- Zumba
- Zumba Gold
- Zumba Toning
- Functional Fusion
- Get Up & Go
- Kettlebells
- Pilates
- Pilates Express

-Rick Martuscelli

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
Teresa Colbaugh

Designer
Michael Hess

Photographer
Rick Sweitzer

Production assistant
Alane Mercer

WHAT'S NEW AT LVHN FITNESS

In response to colleagues' suggestions on Terry's Take, a blog on LVHN Daily written by chief operating officer Terry Capuano, we made the following changes at LVHN Fitness:

Family pricing discounts

- ▶ 5 percent discount for a second family member
- ▶ 25 percent discount for a third family member
- ▶ 50 percent discount for a fourth family member, and the same discount for each family member beyond

Pricing for colleagues remains the same – \$44 per month to use any LVHN Fitness facility.

Expanded hours at LVHN Fitness—Muhlenberg

- ▶ Monday–Friday: 5 a.m.–9 p.m.
- ▶ Saturday–Sunday: 7 a.m.–3:30 p.m.

Use wellness dollars in Hazleton

All colleagues and their dependents covered by Choice Plus now may use their Culture of Wellness dollars for a membership to the Health & Wellness Center at Hazleton's Fitness Center.

-Rick Martuscelli

GET AMUSEMENT PARK DISCOUNTS

These exclusive discounts for LVHN colleagues are available for regional amusement parks and attractions. Tickets must be purchased in advance online from the parks' websites. Discounts are not available at the gate. Visit our Recreation Committee's intranet site for links to the parks' websites and directions on how to purchase tickets.

Dorney Park & Wildwater Kingdom

- ▶ Adult admission: \$39 plus tax and fees
- ▶ Junior/senior admission: \$31 plus tax and fees
- ▶ Children under 3: Free
No discount on season passes.

Hersheypark

- ▶ Ages 9-54: \$39.50
- ▶ Ages 3-8 or 55-69: \$35.95
- ▶ Ages 70+: \$23.25
- ▶ Meal ticket: \$14 (30 percent savings)

Dutch Wonderland

- ▶ Ages 3-69, one-day admission: \$31.99
- ▶ Ages 3-69, two-day admission: \$55
- ▶ Season pass: Save \$10

Crayola Experience

- ▶ Admission: \$13.99 (save \$4)

Sahara Sam's Oasis Indoor Water Park

- ▶ Admission: \$24.95 (save \$10)

Six Flags Great Adventure & Hurricane Harbor

- ▶ One-day admission (valid through Sept. 27, 2015): \$40.99
- ▶ Hurricane Harbor admission: \$30.99 (save \$12)
- ▶ Discounted season pass: \$69.99
- ▶ Meal Deal: \$15.25/person, \$42.99/family
- ▶ Prepaid parking: \$18.69



Get discounted tickets to attractions all over the U.S.

Visit ticketsatwork.com and use company code: LVHN.

-Ted Williams

buy TICKETS

Visit lvh.com. Click "Recreation Committee" in the left column under "Colleague Resources." Click "Employee Discounts" and scroll down to find your park.

PREPARE FOR DEFINED BENEFIT PLAN CHANGES

Reminder: If you participate in the Defined Benefit Plan, that plan will change on Jan. 1, 2017. As a result, you will transition to the Defined Contribution Plan. (Only colleagues age 45 or older with 10 or more years of vesting service as of Dec. 31, 2011, will continue to earn additional credits to the Defined Benefit Plan based on your salary through the end of 2021.)

Benefits earned up to Dec. 31, 2016, will be protected and payable at retirement for all vested colleagues, including those eligible for early retirement (attained at age 55 with five years of vesting service).

Colleagues affected by the change will automatically transition into the Defined Contribution Plan and will receive an annual

LVHN contribution based on quarterly earnings and vesting years of service (see blue box below).

Colleagues currently not receiving matching funds will become eligible for matching funds when contributing to a 403(b) or 401(k) savings plan. When you contribute up to 4 percent of your salary, LVHN will match 50 percent, up to 2 percent of your eligible contributions. If you haven't contributed to a retirement plan before, consider choosing this option. LVHN's matching contribution benefit is free money that helps your retirement savings grow even faster.

Next Steps:

- ▶ Confirm which plan you're enrolled in. Visit Lawson and click "Benefits" and "Current Benefits."

- ▶ Use the Retire@Ease Planner for help through the transition. The tool will tell you your retirement amount as of a certain date in the Defined Benefit Plan. Find it on the human resources intranet site under "Quick Links."
- ▶ Get help from a VALIC financial advisor. Call 610-402-8801 to get questions answered or make adjustments to your 403(b) or 401(k) retirement plan.

-Sheila Caballero

Years of Service

0-4

5-10

10+

Annual LVHN Contribution

2 percent of quarterly earnings

4 percent of quarterly earnings

6 percent of quarterly earnings

Learn about our RETIREMENT PLANS

LVHNDAILY 

Search #Retirement for a Q & A.



INSIGHTFUL PEDIATRIC CARE

Gaining the trust of children admitted to the hospital can be challenging. Gaining trust from children who need to talk about physical and mental abuse takes that care to a new level.

Pediatric nurse Elizabeth (Liz) McDonald, RN, advocates for young patients. “(Because of) the fear in their voices...the fear of verbal and physical abuse back home, I know that I have to act,” McDonald says.

Working with patients’ attending physicians and case managers, McDonald and her

colleagues prepare these young patients to speak with Children and Youth Services. “We discuss the incident and what it means, and most importantly, help each child understand that the abuse was not a cause of their actions,” she says. “After everything is discussed and all questions are answered, I can see the light in their eyes, which I know symbolizes hope.”

For her insightful pediatric care, McDonald was honored at LVHN’s annual Friends of Nursing 2015 celebration on May 7 at SteelStacks in Bethlehem. She was one of 34 individuals and seven care teams who received awards at the event. For more than 25 years, the Friends of Nursing program has

honored LVHN nursing colleagues for the exceptional care they provide to the community. The program awards funding that colleagues may use for continuing education, professional development and nurse-led research that enhances patient care.

-Jenn Fisher

Meet the award RECIPIENTS

.....
LVHNDAILY 

Search #FON15 to read their stories, which will be published each Friday.