

CALENDAR OF COMMUNITY EVENTS

Bariatric/Weight-Loss Management Information Session

Monday, Feb. 13: 1-2 p.m.
LVH-Hazleton, Business and Education Center, first floor conference room

Learn about surgical and non-surgical weight-loss options. To register or for more information, call **570-501-4LVH**.

Hands-Only CPR Class

Thursday, Feb. 16: 5 p.m.
Health & Wellness Center at Hazleton, fitness center

Thursday, Feb. 23: 5 p.m.
Health Center at Mountain Top

Learn lifesaving skills without mouth-to-mouth breaths, for ages 13 and up. Call **570-501-6600** to register or for more information.

YOUR PRIDE IS SHOWING

A patient writes...

"I just wanted to show my appreciation to **(Carolyn McKinley, RN, seventh floor medical surgical/pediatrics)** for taking very good care of me and making me feel comfortable. You are a true professional. I admire how you take pride in your job. Thank you, again."



The Moment Something Clicked for LVH President Bill Kent

This is the first in a series of stories about the presidents of our hospitals and Lehigh Valley Physician Group (LVPG). As these leaders begin to play a greater role in keeping you informed through our Communication Cascade, their stories will give you a better understanding of their roles and responsibilities, and help you get to know them better.

Bill Kent has been associated with some of the most respected and renowned health care organizations in the United States. His resume includes stints at Massachusetts General Hospital, Johns Hopkins Hospital and most recently Cincinnati Children's Hospital.



As Kent neared 30 years as a health care administrator, he made the decision to further his career at another top-tier health care organization. "When I walked through LVH-17th Street, something clicked," he says. "That place exemplifies this health network's commitment to the community, and it resonated in my heart. I knew LVHN would be a great place and culture for the next step in my career."

Today, LVH-17th Street is just one of the facilities Kent leads as President of Lehigh Valley Hospital, a position he's held since December 2015. He also oversees day-to-day operations at LVH-Cedar Crest and works with a team of colleagues to support the women's and children's service line, perioperative services and support services including supply chain management, food, housekeeping, clinical engineering and engineering services network-wide.

Early in his career, Kent began amassing the experience needed to help lead a large and complex health care organization. During his administrative fellowship at Massachusetts General, Kent served as a unit coordinator for 18 different inpatient units. "I learned that the role of a leader is to serve the front-line staff," he says. "That is how you create an environment in which colleagues feel cared about so that they can give patients and families the best possible experience."

To create that environment at LVHN, Kent tries to stay visible. Most mornings, he huddles with nursing, physician and operational leaders to share information and brainstorm solutions to the day's challenges. He also regularly visits patients and rounds on units and shifts – with a basket full of candy in hand – to hear colleagues' successes, challenges and questions. To ensure he visits all units, Kent keeps track of where he's been and the stories he's heard. He does so using a spreadsheet he designed titled, Unit PRIDE: Stories to Celebrate. "The most important thing I can do is be available to colleagues," he says.

Kent is available to his family too, although he looks forward to the day when it will be easier to see them in person than it is now. Kent's wife of 25 years, Karen, and 18-year-old son, Ian, remain in Cincinnati while Ian finishes high school. Kent flies there every other weekend. "Our goal is to be together in Pennsylvania in June," he says. Until then, Karen continues to be an assistant professor for the Masters of Health Services Admini-

LOGO CLOTHING SALE

Friday, Feb. 17
10-11:30 a.m.
ExpressCARE,
Hazleton Shopping
Center



12:30-4 p.m.
LVH-Hazleton, first
floor lobby conference room
Cash, check and credit cards
accepted

WEIGHT-LOSS COMPETITION

**Additional teams to the
weight-loss competition are:**

Flabulously Focused
Bat Fastards

SOCIAL NEWS

**LVHN Recreation Committee
presents:**



Saturday, July 29, 2017
2 p.m. show
\$140 per person for balcony
seating
(Price includes transportation,
show ticket, bus driver tip)



Wednesday, June 28, 2017
1 p.m. show
\$130 per person
(Price includes round trip trans-
portation and show ticket-
orchestra seating)

For more information, go to the
Recreational Activities page on
LVH-Hazleton's intranet.

-istration program at Xavier University. Once in Pennsylvania, the Kents will be closer to their 21-year-old daughter, Lauren, a musical theater and dance major who is currently interning in New York City with the choreographer of the Broadway smash "Hamilton." Like his daughter, Kent has an artistic side. He enjoys painting and drawing, as well as hiking and gardening.

Despite the temporary distance between him and his loved ones, Kent says he is confident he made the right decision to join LVHN. Special encounters with colleagues bolster his confidence. During one such encounter, Kent heard one of his favorite "stories to celebrate." A colleague told him LVHN is like a wheel. Patients are at the center of the wheel and colleagues are the spokes emanating from the center. Every spoke is equally important and must work in unison to make the wheel spin. Kent says, "It motivates *me* to hear colleagues talk about LVHN in such an uplifting way."

Give Blood Feb. 13

Be included in a raffle to Win Bruno Mars tickets or a \$100 Amazon gift card

LVHN and Miller-Keystone Blood Center (MKBC) make it easy for you to give the gift of life. Visit giveapint.org/LVHN to sign up online for an upcoming blood drive. Simply choose the date and time you wish to schedule, print your ticket and bring it to the drive.



By signing up online, you save time and are rewarded by earning points for each donation you make through the LifeSaver Rewards Program. These points can be redeemed for a variety of gifts at the online shop. You also can attend any blood drive without signing up online. Here is the upcoming opportunity for you to save a life.

Feb. 13: LVH-Hazleton first floor lobby conference room, noon-5 p.m.

All donors at all sites and all blood drives on Feb.13 will be included in a raffle to win Bruno Mars concert tickets or a \$100 Amazon gift card.

MKBC is now offering 16-year-old individuals the opportunity to donate blood and experience the great feeling of community service. Parental/guardian permission is required. For more information go to giveapint.org/16-year-old.

To reserve an appointment, visit giveapint.org/LVHN. Walk-ins also are welcome at the blood drives listed. Each donor will receive a \$5 voucher for the Hilltop Café.

LVHN Executive Vice President and Chief Financial Officer to Retire

Ed O'Dea, LVHN Executive Vice President and Chief Financial Officer, will retire at the end of the calendar year 2017, after 26 years of service to LVHN.

Our health network and community has greatly benefited from O'Dea's ability to apply his business acumen, strategic planning and organizational leadership to help LVHN further its mission. Since he joined our organization in 1991 as Controller through his more than six-year tenure as CFO, O'Dea has amassed an impressive list of accomplishments.



Please join in congratulating him for all he has done for our health network and community, and wishing him a happy and healthy retirement.

CARDIAC REHABILITATION PATIENTS RECEIVE AWARD



Lillian Clifford and James V. Murphy were recently honored as the 2016 Patients of the Year by the cardiac rehabilitation staff at the Health & Wellness Center at Hazleton.

The cardiac rehab staff identified Clifford and Murphy as having shown exemplary effort in achieving their cardiac goals by adopting lifestyle changes and proving to be very active in modifying their risk factors. They embraced smart eating and exercise programs, making those efforts part of their daily life.

The cardiac rehabilitation center incorporates 20 education topics into weekly classes that include risk factors, medication, dining out, food labels and more. It has been proven that cardiac rehabilitation patients can feel better and live healthier lives when combining exercise, education and behavior modification.

CARE FOR YOUR HEART



A New Name for LVPG Orthopedics

Recently, LVPG Orthopedics was renamed LVPG Orthopedics and Sports Medicine to better reflect the variety of services and treatment options offered by the practice.

LVPG Orthopedics and Sports Medicine offers the full spectrum of orthopedic care for children through adults. All physicians are certified by the American Board of Orthopedic Surgery and have sub-specialty expertise in hip and knee joint replacement, sports medicine, orthopedic trauma, pediatric orthopedics, and foot and ankle care.

The four practice locations include LVPG Orthopedics and Sports Medicine—1250 Cedar Crest; LVPG Orthopedics and Sports Medicine—Muhlenberg; LVPG Orthopedics and Sports Medicine—Moselem Springs; and LVPG Orthopedics and Sports Medicine—Health & Wellness Center at Hazleton.



New Ways to Access LVHN

Last week, two new patient-centered initiatives launched, both with the power to improve access to our health network by piloting One Call/One Click access to LVHN.

One Click: Schedule on LVHN.org's Find a Doctor

Lehigh Valley Physician Group has undertaken a 30-day pilot to offer appointment scheduling on LVHN.org with more than 70 family medicine, internal medicine, gynecology and urogynecology physicians and advance practice clinicians. Patients who do not have an existing record with LVHN can now schedule new patient appointments with those 70+ providers through their Find a Doctor profiles on LVHN.org. Existing LVPG patients have the same opportunity to schedule on LVHN.org if they choose a provider they have not seen previously. This feature complements MyLVHN.org, which offers online scheduling for patients who schedule with their established LVHN provider.

Learn how it works

When a patient visits LVHN.org Find a Doctor, one of the checkbox options is: Only show providers who offer online appointment scheduling. The patient also can select from additional filter options. Then by clicking the Search button at the bottom of the page, a list of available providers who offer online scheduling will open. Patients can also access the entire list directly by going to LVHN.org/schedulenow. On a participating provider's Find a Doctor page, the Schedule Now button is prominently located on the left navigation bar. LVPG will add more providers after the pilot and will offer scheduling on LVHN.org by June for all primary care providers who have capacity. Specialty providers will schedule online too with target dates to follow.

One Call: Contact 888-402-LVHN for all health network needs

LVHN is also improving patient access by piloting a new toll-free telephone number. In time, our new number (888-402-LVHN) will serve as a single point of contact for community members to access all health network services regardless of location. Accessing patient information, scheduling provider appointments or tests, asking general questions and enrolling in a class will be easier because patients will only need to dial one number to access the services they require. This number went into effect Feb. 3 for the Lehigh Valley area. It will expand to serve other regions over the next few months. For now, the local numbers for each geographic region remain. With the addition of this toll-free number, we make it simple for people who live in our growing LVHN footprint to call on us for information and appointments without asking them to pay a fee for that call.