

There's a lot going on at Lehigh Valley Health Network. In case you didn't catch all the latest news, here's a recap of what happened this week. Here are links to Mission Central posts, the latest issues of CheckUp and Magnet Attractions, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news. You also can link to Mission Central's "Contact Us" page where you can comment about anything, including this email, ask a question or share a story.

## [LVHN Announces Partnership With Optum Labs and Six Other Health Organizations](#)

Optum Labs is a research and innovation center focusing on improving patient care, patient value and our population's health.

## [Super Users to the Rescue!](#)

Learn the critical role super users will play in the successful launch of Epic.

## [There's Something LVHN Providers Want You to Know – VIDEO](#)

Watch seven new Find a Doctor videos, get to know your colleagues and choose the best provider for you.

## [How Can Colleagues With Choice Plus Fill Prescriptions After Hours?](#)

Find the answer to this question, which was recently asked by a colleague on Mission Central.

## [Wellness: Disease Management](#)

Learn about the disease management program and determine if you can benefit from its services.

## [From Electrical Engineering to Pediatrics](#)

Meet Nathan Hagstrom, MD, our new chair of pediatrics.

## [Amy Ahnert, MD, Became a Cardiologist to Show Compassion – VIDEO](#)

She shares a personal story about her inspiration to go into medicine.

## [Facebook Fanfare: Kudos for the Regional Burn Center and LVH–Muhlenberg ED](#)

Grateful patients recognize the great work of colleagues on LVHN's Facebook page.



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**READ LEHIGH VALLEY HEALTH NEWS**  
a blog on [LVHN.org](http://LVHN.org) containing  
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Super Users to the Rescue! >

## Lehigh Valley Health Network (LVHN) Announces Partnership with Optum Labs and Six Other Health Organizations

This message is from Ron Swinfard, MD, president and chief executive officer.

A very small percentage of the population generates the majority of health care costs. The percentage is largely made up of people who are chronically ill with conditions like diabetes and heart failure. Wouldn't it be great if we were able to identify people at risk for developing such illnesses before they got sick? Then we could provide the care and education they need to prevent the illness from occurring. It would be good for our patients because they would live healthier, happier lives. It would be good for us because we could prevent the high costs associated with providing care in the hospital.

We will work toward this goal as one of seven health organizations partnering with [Optum Labs](#), a research and innovation center founded by [Optum](#) and [Mayo Clinic](#) that is focusing on improving patient care, patient value and our population's health. The partner organizations include:

- [American Medical Group Association](#), Alexandria, VA
- [Boston University School of Public Health](#), Boston, MA
- [Lehigh Valley Health Network](#), Allentown, PA
- [Pfizer, Inc.](#), New York, NY
- [Rensselaer Polytechnic Institute](#), Troy, NY
- [Tufts Medical Center](#), Boston, MA
- [University of Minnesota School of Nursing](#), Minneapolis, MN

Optum Labs will collect in-depth, de-identified information about thousands of people from all the partners. This will help us develop the tools of the future to manage our population's health and an individual's health. The information will include data from patients' medical records and insurance claims, as well as hundreds of other data points, like where they live and their socio-economic background. All of these factors contribute to a person's health status, and if studied collectively, can help us identify the health of our community and predict problems a person may have in the future. Right now, we don't have a centralized, comprehensive database where all this information lives.

Optum Labs will study this information and develop tools that will help us identify people who are at risk for developing a disease. Then instead of reacting with costly health care when these patients get sick, we can be proactive and provide care that prevents them from getting sick – care that is much less expensive to provide. This is perfectly in line with our focus on the Triple Aim: lower costs, enhance patient-centered care and improve the health of populations.

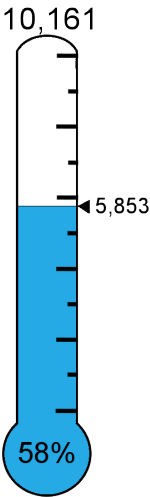
Each organization in the Optum Labs partnership has distinct assets, and as a group complement each other perfectly. Lehigh Valley Health Network received an exclusive invitation to join because we are the only partner whose primary focus is on patient care. That means we are the partner that will implement and test innovations to ensure they are enhancing the patient experience and the value of care.

[Click here to download the news release](#) created by Optum Labs. In the coming month, you'll be hearing a great deal more about our partnership with Optum Labs. It's an exciting venture and one that places us among national health care innovators who are

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doing real work to improve patient care, reduce health care costs and create healthier communities.

See media coverage of the announcement:

- [Star Tribune](#)
- [Minneapolis/St. Paul Business Journal](#)
- [Healthcare IT News](#)
- [Lehigh Valley Business](#)
- [Modern Healthcare](#)
- [MedCity News](#)

This entry was posted by [Admin](#) on February 13, 2014 at 7:00 am, and is filed under [Get News](#), [Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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## Super Users to the Rescue!

You have heard about Lehigh Valley Health Network's Epic [champions and subject matter experts \(SMEs\)](#) and how they are helping transition our myriad electronic medical record (EMR) systems into a single EMR, but have you heard about super users? LVHN Epic super users will play a critical role in the successful launch of Epic at LVHN by providing at-the-elbow support within each practice and department once the EMR goes-live.



Some super users have previous Epic experience while others simply want to help ensure a smooth and successful transition to our new system. Their roles range from physicians and managers to clerical staff, and in order to become proficient super users, they will receive Epic training specific to their area.

Leading up to go-live, super users will assist with EMR dress rehearsals. After go-live, they will help colleagues in their usual office or department with any questions they may encounter as they dive into the new system.

Then after the [Wave 1 go-live](#), super users will continue to work with Epic by optimizing the system and its features, as well as by participating in future upgrades and testing.

And whether you will be a designated super user or not, as you become more familiar with Epic be sure to share your knowledge with others. By sharing your Epic insights we can all improve and become super users in our own right. In fact, that shared learning reflects part of [LVHN's Epic guiding principles](#): We are one system, one team and every colleague will be critical for a successful implementation.

This entry was posted by [Jenn Fisher](#) on February 13, 2014 at 3:21 pm, and is filed under [Get News, Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

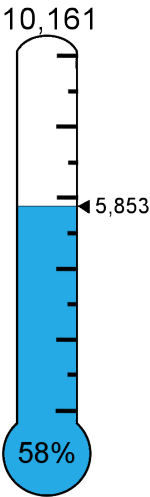
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## There's Something Lehigh Valley Health Network Providers Want You to Know – VIDEO

Our doctors want you and members of our community to know they're people too.

Some have been on the other side of the patient encounter, dealing with a similar health condition. They follow the same advice they give. They enjoy spending time with their families, so they want to help patients get well so they can be with their loved ones too.

Our providers also want you to know they are always working to bring the best care to the people of our community. They've learned a lot in their training, they've been inspired by their patients' remarkable journeys and they're keeping up with the latest advances.

Now you can hear all of that directly from them.

The videos we're capturing for their [Find a Doctor](#) profile pages capture their passion, personality and expertise. Below, follow links to watch seven new videos to help you get to know your colleagues and choose the provider who's best for you and your friends and family.

**Heart and vascular**  
[David Winand, MD](#)

**Neurology**  
[Yevgeniy Isayev, MD](#)  
[Dmitry Khaitov, MD](#)

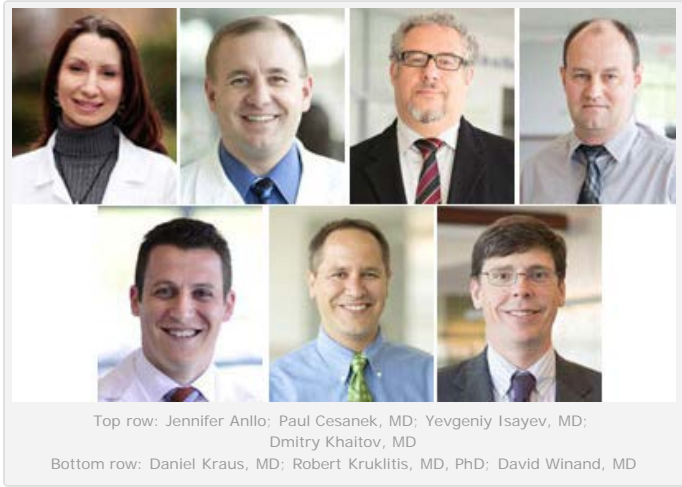
**Plastic surgery**  
[Jennifer Anllo](#)

**Pulmonology**  
[Robert Krukltis, MD, PhD](#)

**Surgery**  
[Paul Cesanek, MD](#)

**Women's health**  
[Daniel Kraus, MD](#)

[Links to 83 more videos are available here.](#)

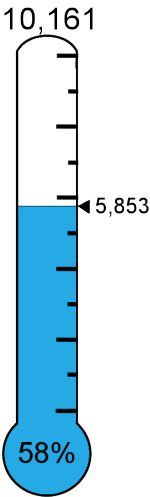


Top row: Jennifer Anllo; Paul Cesanek, MD; Yevgeniy Isayev, MD; Dmitry Khaitov, MD  
Bottom row: Daniel Kraus, MD; Robert Krukltis, MD, PhD; David Winand, MD

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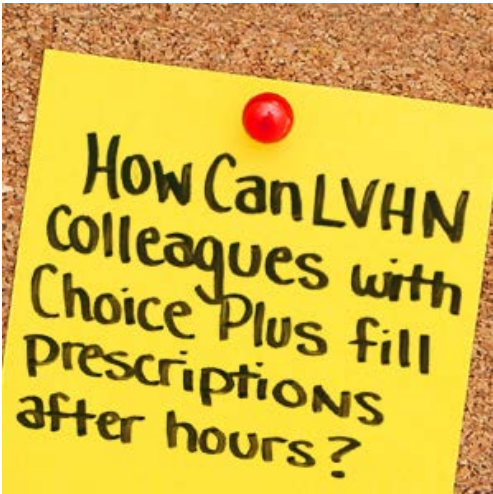
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Lehigh Valley Health News Digest: February 10 -14 >

# How Can Colleagues With Choice Plus Fill Prescriptions After Hours?

The Choice Plus Preferred Provider Organization (PPO) and Health Savings Account (HSA) plans both provide prescription coverage at any pharmacy the member chooses. All pharmacies except Health Spectrum Pharmacy Services are considered out-of-network. At these pharmacies, the member needs to pay cash for the prescription and then submit the expense on the Health Plan Claim Form to Populytics (formerly Spectrum Administrators). Your out-of-network coverage depends of what type of plan you have (PPO or HSA). The exact coverage is defined in the [Benefit Information Guide](#). (Information about the PPO plan is on page 9. Information about the HSA plan is on page 10.) To lessen your out-of-pocket costs, you are able to have a portion of the prescription filled at the out-of-network pharmacy and then have the remainder filled at Health Spectrum Pharmacy Services.



You can [ask a question any time on Mission Central](#). We will forward your question to the colleague who can best provide an answer and post the response ASAP.

This entry was posted by [Amanda Coe](#) on February 14, 2014 at 9:59 am, and is filed under [Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

## 6 comments

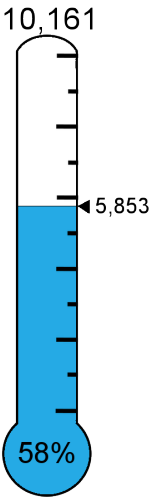
Anthony Friendly 84 DAYS AGO

So, for one of our own employees, you are asking them to get 2 Rx filled, then filling out an additional form for possible reimbursement?  
Haven't we all been challenged to improve/increase our general "Access" to care and services?  
Why can't the hours to the Pharmacies be extended?  
I don't mean 24 hrs, but I work at an Express care, we are open and seeing patients, some of which have been LVHN employees up until 8 p.m. and the pharmacies at the hospital have already closed at 6 or 7 p.m. pending on the Pharmacy.  
I am suggesting the Pharmacies extend hours to 9 p.m. Improving our access, reducing hassle of going out of network, improving care to our patients and especially

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our own LVHN employee patients.

LOG IN TO REPLY

Brian Lenich 84 DAYS AGO

Anthony:  
Thanks for your suggestion. We are constantly evaluating the hours of operation at Health Spectrum Pharmacy Services and trying to balance convenience and expense. Changing the hours of operation at the pharmacies will help with access but creates additional expense. Another possible solution is stocking medication at the Express Care centers. This might solve the convenience issues and also help control expenses. All options are currently being explored.  
Brian

LOG IN TO REPLY

Anthony Friendly 83 DAYS AGO

Good day Brian,  
I like that option. It would really be only a few medications, most likely antibiotics and only the need for a dose or 2. We would need a lock box, a key and a few meds. I like it. No Narcs of course.  
As long as we (the Express Care) would not be considered some kind of off site, medication distribution site or something??  
Keep me posted on our options. Sounds like our hours and the Pharmacy hours are not changing anytime soon.  
anthony

LOG IN TO REPLY

Seth Shumaker 82 DAYS AGO

Another thing that I believe that needs to be addressed is our employees that live miles from the closest Health Spectrum. I live 25 miles away from LVH 17th, and if I or my family needs a prescription(and it happens to be a day I am not at work), we have to drive 40 minutes simply to pick up a prescription. We are not in a position financially to pay large out of pocket expenses for medication. Why can't or why doesn't LVHN negotiate with a larger pharmacy chain (whichever one ie. Rite Aid, CVS, etc.) to be an exclusive Choice Plus provider to provide better access to employees that live outside a reasonable distance from any of the hospital. This would drive business into these locations, a win for them, and provide better access to employees, a win for us. Perhaps this is an over simplified thought, but it is a plan that would not only increase employee satisfaction, but also address the issue raised by the previous comment. This "exclusive" provider could also be used after Health Spectrum pharmacies close for any employee that would need a prescription.

LOG IN TO REPLY

Beth Downing 81 DAYS AGO

Seth,  
Thank you for raising this question. This has been a thorn in my side since I also live several miles away from the closest Health Spectrum Pharmacy. I have to travel at least 20 miles just to get a prescription. Then we have the issue with pharmacy hours (thanks, Anthony, for your comment as well). Quite frustrating.

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Naomi Reimert 73 DAYS AGO

I'm glad that the questions has finally be raised. I travel 50 miles and it takes me at

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least an hour. There are several times where my family needs to see the doctor in the evening and they require medication. It's rather costly to go to an out of network pharmacy. It would be nice if they could figure out some other arrangement. Perhaps joining one of these pharmacies would greatly assist several employees and their families. In addition these pharmacies have longer hours of operation for those times when Health Spectrum is unavailable. It's very frustrating.

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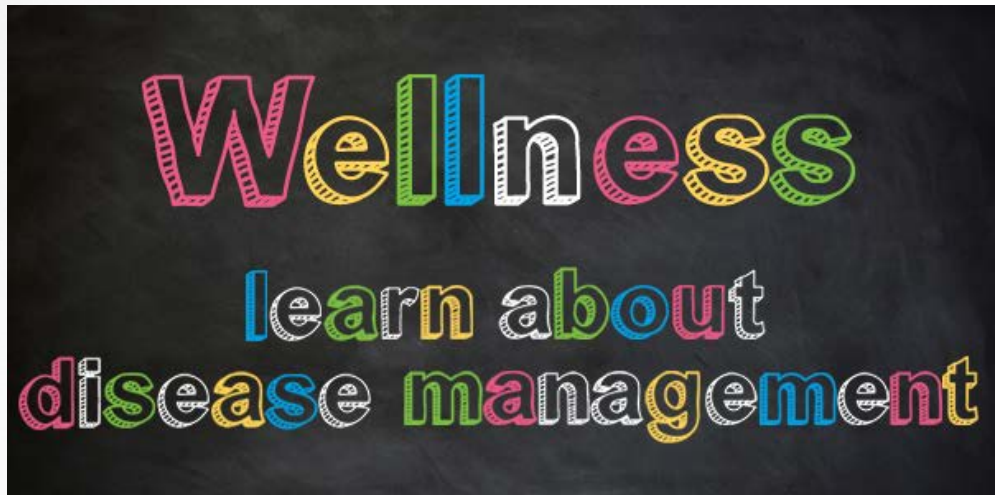
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## Wellness Wednesday – Disease Management



If you or a family member has a chronic condition, our disease management program can help. It's a program for colleagues and families covered by Choice Plus that helps people better understand and manage their chronic condition. "Our job is to remove barriers to care, and educate and motivate you to care for yourself to achieve your personal best," says Deb Cook, RN, MSN director of care management for Populytics, Inc.

Before she came to Lehigh Valley Health Network (LVHN), Cook worked in roles that taught her what companies are doing to help employees manage their health and stay well through their benefit plan and various incentives. She also gained insight into what consumers want from their health care experience. "I am excited to bring my experience into my role here as a member of the [Populytics](#) leadership council," Cook says.



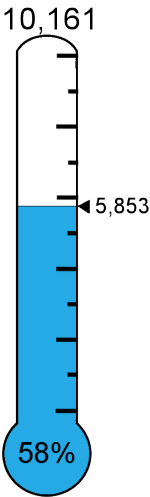
Deb Cook, RN

**This week's Wellness Wednesday challenge:** Learn more about the disease management program and determine if you can benefit from its services.

The disease management program's team of skilled RN health coaches is one of its most valuable resources. Health coaches will teach you about your condition and provide helpful resources. They can talk to you on the phone, in person, at your work location or send you information in the mail. "We offer flexible scheduling, including early morning or evening hours," Cook says. "Frequency of coaching is determined by your needs. We also offer a reduced co-pay program for people with diabetes who take medication." In addition to health coaching programs for chronic conditions, they offer case management to help you through a more acute health crisis.

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To learn more about the disease management program's services or sign up for a health coach, call 484-884-0460.

*Have you participated in the [FY14 People Goal](#)? Go to [MyPopulytics.com](#) and set your own wellness goal. Not only will setting your goal keep you healthier, but it also will make you eligible to win monthly prizes and a grand prize at the end of fiscal year 2014. When you're healthy, you're at your best for colleagues, patients and their families. Help LVHN serve as a role model by taking steps to improve your wellness.*

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< Motivational Monday: Live Happy

T. Daniel Harrison, DO: Weight-Loss Surgery  
Success 'Makes Us Both Happy' >

# From Electrical Engineering to Pediatrics

**Meet Nathan Hagstrom, MD, our new chair of pediatrics**

Nathan Hagstrom, MD, earned his bachelor's degree in electrical engineering from the University of Vermont in the late 1980s. Yet something kept telling him to pursue another passion.

"I grew up in a small town in Vermont, and I thought about my pediatrician, and how my mom was a high-school teacher," Hagstrom says. "At some point it occurred to me that there is really no better way to spend your life than by helping children like they did."

Then, when the young son of a family friend contracted a terminal brain tumor, Hagstrom's career path became clear. "That led me not only to the university's medical school, but to a specialty of pediatric oncology," Hagstrom says.

Late last month, Hagstrom, a pediatric hematologist-oncologist for more than 15 years, took the latest step in his career. He became the new chair of our department of pediatrics. In this role, he will help lead [Children's Hospital at Lehigh Valley Hospital](#). He takes the position formerly held by John Van Brakle, MD, who is now retired.

Hagstrom, 48, outlines two steps he believes will help define pediatrics here going forward. "The first is to provide as many high-quality, patient-focused services as possible for Lehigh Valley families so they don't have to leave the area for care," he says. "The second is to understand how the health of our children today will impact their health as adults in the future, especially in areas such as curbing childhood obesity and promoting positive mental health."

A married father of three, Hagstrom comes to us from Connecticut Children's Medical Center and the University of Connecticut, where he served as director and division head of hematology-oncology within the department of pediatrics. While working in pediatrics in Connecticut, Hagstrom was known for championing patient- and family-centered care, as well as quality and safety. He also is a nationally recognized expert in hemophilia and other bleeding disorders.

Hagstrom, who performed his residency and pediatric training at Children's Hospital of Philadelphia, is currently working toward a master's in health care management at Harvard University. Here at Lehigh Valley Health Network (LVHN), he sees a unique way to shape the future of pediatric care.

"It's a changing health care world, and I'm excited to take on the challenge of transforming health care delivery within a network like LVHN," he says. "LVHN already provides a broad spectrum of care for children – from prevention to treatment – and I look forward to moving that forward."

**Next Step:** Learn more about [Children's Hospital at Lehigh Valley Hospital](#).

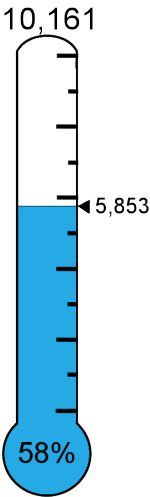


J. Nathan Hagstrom, MD  
Chair of Department of Pediatrics

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This entry was posted by [Ted Williams](#) on December 18, 2013 at 11:50 am, and is filed under [Get News](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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< Lehigh Valley Health News Digest: February 2-7

Motivational Monday: Speed Doesn't Matter >

## Amy Ahnert, MD, Became a Cardiologist to Show Compassion – VIDEO

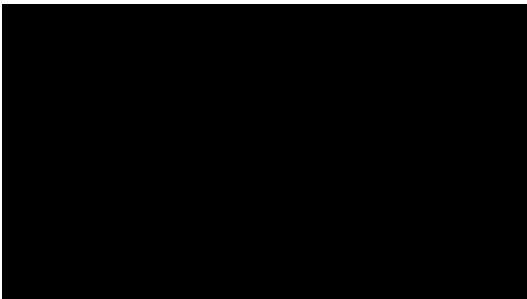
We are producing videos of our doctors and advanced practice clinicians (APC) to help our community find trustworthy health care providers. We will share them here to introduce you to these colleagues. You'll learn about their personality, philosophy of care and inspiration for practicing medicine. These videos are embedded in our website's [Find a Doctor](#) tool, where you can learn about each provider's educational background and more. Enjoy!

Amy Ahnert, MD, chose a career in medicine after her sister died of a rare genetic disorder at a very young age. She wanted to care for patients and their families with more compassion than her own family experienced during that tragic time.

Now, as a cardiologist at [Lehigh Valley Heart Specialists](#) who is board-certified in cardiovascular disease, she understands her patients' challenges.

"I can try to relate with my patients by understanding all of the different stressors that they may face when they're trying to deal with their heart health and yet balance all of the other obligations in their lives," she says.

Get to know her with this video.



This entry was posted by [Alyssa Young](#) on February 10, 2014 at 12:23 pm, and is filed under [Connect with Colleagues](#), [Watch](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

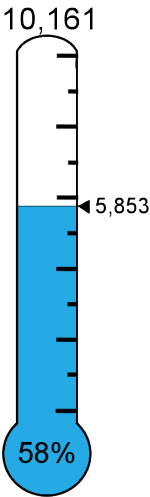
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There's Something Lehigh Valley Health Network Providers Want You to Know – VIDEO

>

## Facebook Fanfare: Kudos to the LVHN Burn Center and LVH–Muhlenberg ED

Everyday, colleagues at Lehigh Valley Health Network (LVHN) work tirelessly to fulfill our mission of healing, comforting and caring for members of the community. Often times, this work can change the lives of our patients forever. Recently, two people took to our LVHN Facebook page to express their extreme gratitude for the care they themselves or loved ones received at LVHN. Kudos to our colleagues in the burn center and LVH–Muhlenberg emergency department for treating these patients with the highest level of care and compassion. Your performance has not gone unnoticed, keep up the good work!



Debra Shuck

A big shout out to lvhn-m er for diagnosis and treatment in under 2 hrs!!

January 15



Carrie Miller

i just want to share a little something.... Jan 21,2010 my son was a few days short of being 13 months old when her got second degree bilatateral hand burn he was taken to bloomsburg hospital for the orginal treatment when the doctor there came to me and said that they think it would be best for him to go to lehigh valley burn center so that very day we drove the 2 hours and arrived here at about 10 pm that night and the next day he was taken in for surgery and we were admitted for the next week..... it was a long next year with traveling back and forth for all the appointments but it was well worth it today we are back for him to have his surgery to correct the scar and all in all i have to say we have had a wonderful experience coming here i could not have asked for better staff to take care of my son

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This entry was posted by [Ashley Miller](#) on February 11, 2014 at 3:43 pm, and is filed under [Be Inspired](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

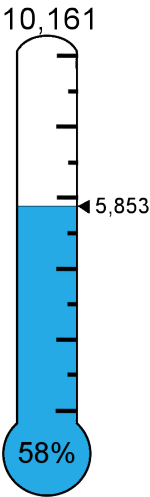
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