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**LVHN Scholarly Works**

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LVHN Weekly-Pocono

Newsletters

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## LVHN Weekly-Pocono

Lehigh Valley Health Network

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## I Hear You: Bullying has No Place at LVHN

**My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer.** I am launching my new blog today because LVHN cares about you and your experience working here. My goal is to use this forum to support you, listen to you, address your concerns and inform you about resources that can enhance your life at LVHN.

We're going to talk about the good days, the great days *and* the challenging days. Today has been a challenging day. I've heard your concerns about a bullying incident that was made public on social media. Colleagues are concerned this incident doesn't reflect the culture we've created here at LVHN. I'm concerned too.

It's important for you to know that we have a zero tolerance policy for bullying and harassing behavior. At LVHN, we aim to create a safe and welcoming environment for our patients, colleagues and community members. We take any situation that violates these policies very seriously, and we investigate and address them in a timely and appropriate manner.

If you're having a relationship problem with another colleague, here are some things you can do:

- ▶ **Alert your manager, supervisor or human resources employee representative.** Make a formal complaint with your department or unit leadership or reach out to Human Resources for assistance. We will support you.
- ▶ **Stand up to the harasser.** Be assertive and professional. Tell your colleague the action or remark is unacceptable and must stop.
- ▶ **Make an appointment with Preferred EAP.** A professional counselor at Preferred EAP can provide coaching to help you deal with personal or professional challenges.

▶ **Take advantage of LVHN's professional development opportunities.** Sign up for our free Crucial Conversations program or request information on our Lateral Violence program, which can help you develop the skills to deal with bullying and harassing behaviors.

### COMPASSION AND RESPECT

Working in health care is both rewarding and challenging. We have good days and tough ones. But even when our challenges are great, we need to support each other, respect differences, and treat each other with compassion and dignity. That's the LVHN culture.

Working with people from different backgrounds, skills and life experience is an opportunity to grow. When we mentor those who are struggling, we create a stronger health network that has the emotional, physical and professional capacity to heal, comfort and care for our community.

### LIVING BY PRIDE

LVHN is an exceptional organization for many reasons. We live by the principals of PRIDE (privacy, respect, involvement, dignity and empathy). I promise to treat all of you with PRIDE and LVHN expects the same from each and every one of our more than 17,000 colleagues.

I love working for LVHN and spending my days making this health network a great place to work. I hope you will follow my blog and share the issues most important to you. At LVHN, we call each other colleagues for a reason. All of us play a valuable role in the care experience. When we work together and treat each other with PRIDE, we can accomplish anything.



**About me:** My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

# The Day My Email Exploded

**I am out of town at the 2017 ANCC National Magnet Conference®, but it's important that you know I am not out of touch.** In fact, my email has been exploding since yesterday when a post surfaced on social media, alleging that a new LVHN nurse was bullied by another colleague (or other colleagues).

LVHN is continuing to investigate this, but let me get to the heart of my message: Bullying, harassment, intimidation or any other mistreatment of colleagues is NEVER OK and does not represent LVHN's culture. More specifically: These behaviors are not acceptable parts of our nursing culture. Not in the Lehigh Valley. Not in Pottsville, Hazleton, East Stroudsburg or any other LVHN location.

Any type of bullying behavior, and what it represents, is offensive to me. The old adage, "Nurses eat their young," ends here.

## YOU AGREE: THIS IS NOT US

I tend to get quite a few emails, but this topic hit a nerve. Many colleagues who sent emails wanted to make sure I knew about the post; however, many included powerful messages that uplifted me and should uplift you too:

- ▶ "This is not who we are!"
- ▶ "This does not represent nursing at LVHN."
- ▶ "Be responsible for the positive environment you wish to work in and accept nothing less!!!"
- ▶ "Remember silence denotes agreement – if you see bad behavior address it and seek help."

While I may not have a chance to reply to every email that I received about this topic, please know that I read every single one. I must admit that at first, I was confused. Then upset.

But after reading messages that said "this is not us," I felt better and more resolved than ever that with your partnership, we will ensure LVHN is a positive place to work.

People also have asked me, "What can I do?" My advice is this: Support each other at work. Look out for each other and be present for each other.

## YOU ARE LVHN

Nursing is challenging and demanding work, as much as it is rewarding. All of us can help make every day positive in some regard:

- ▶ **New colleagues** – Seek support and offer thanks.
- ▶ **Seasoned colleagues** – Share your knowledge, tips and techniques.
- ▶ **Reminder** – Resentment and bullying have no place in nursing or anywhere else in health care.

Regularly, I see and hear about the good – the great – that each of you brings to patients. It's the reason you got into this career – you can make an important, oftentimes life-changing, difference to another human being. When you support your colleagues, it helps each of them bring "the great" to their patients. It's a circle of care that builds momentum: you are satisfied, your colleagues are satisfied, and most importantly, your patients are satisfied. You are what makes LVHN great. Never forget that.

Thank you for bringing "the great" to work and to each other. And please keep in touch. My email is always open to you ([Marie.Jordan@lvhn.org](mailto:Marie.Jordan@lvhn.org)), or if you see me on rounds, be sure to introduce yourself and let me know what's on your mind.

–Kim



*Kim Jordan*

**About me:** My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.



## ASK THE DOCTOR

# Breast Health – Lump Size

**Q My mother has been told that she has a small lump in her breast. Does the fact that the lump is small mean a better prognosis?**

**A:** Thank you for this insightful question, which is very appropriate during October – Breast Cancer Awareness Month.

It's possible that if the lump is cancerous, the size of the lump may relate to the stage of the cancer. But before you get too far down that road it's important to note that most lumps found in breast tissue are not, in fact, cancerous. Breasts by their nature tend to be lumpy, so not every lump means cancer.

While the size of a lump can be indicative of the severity of the cancer, it's hard to be sure without proper exams and images of the breast. This is where a mammogram comes in as the most effective way to detect early-stage breast cancer.

The current recommendation from most medical societies is that women begin having yearly mammograms at age 40. When a lump is detected during an exam, a mammogram will be the first step to better assess what it is.

With a good mammogram, your mother's physician will be able to better determine whether or not the lump is cause for undue concern and whether a biopsy is needed.

I generally suggest that my patients receive 3-D mammograms if possible. With select 3-D mammogram machines, including the Hologic™ Genius 3-D Mammography exam offered by Lehigh Valley Hospital–Pocono in Bartonsville, two X-ray views of each breast (up-down and side-to-side) are taken.

3-D mammograms are conducted similarly to conventional mammograms. A few extra seconds per breast produces a much more detailed image and can detect up to 30 percent more breast cancers.

A 3-D mammogram will give your mother's physician a more in-depth look at the breast in layers. With that enhanced view, he or she can better pinpoint the location and size of the potentially malignant tissue and develop an appropriate treatment plan.

If cancer is the case, your mother's best bet at beating the disease is early detection. The sooner doctors are aware of

cancerous tissue, the sooner a treatment process can begin.

While I'm hoping that there's nothing to worry about, your mother and all women should be diligent about their annual breast examinations.

Remember to be aware of your breasts so you can detect changes over time and report them to your physician. And also remember to receive your annual mammogram, which is the most effective way – when possible – to find cancers before they are palpable.

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**Krista Bott, MD, is a board-certified breast surgeon at the Dale and Frances Hughes Cancer Center at Lehigh Valley Hospital–Pocono.**



## POSITIVE PATIENT TESTIMONIAL

**"It is with great pleasure that I am writing you this letter of commendation for the personnel that took care of me during my stay at your facility.** I was admitted for my scheduled cardiac ablation procedure in September [which was] performed by my wonderful Doctor Praveer Jain. The personnel in my operation room numbered between eight and 10 each with a specific job and keeping me apprised of what was going on. They made me feel quite comfortable and calm. A few that I remembered were Paul, Rob Dangis, Dr. Rubbi and anesthesiologist Dr. Tangeoren, Eileen, Morgan and Susan. My nurses after the procedure were Lisa and Stephanie, they made me feel very comfortable and helped me thru the process of recuperation. Since I have been at your facility before, I always enjoy the food. Before I was discharged I was visited by Mr. Bill Thoma, CFO [during PRIDE rounding], who wanted to know how everything was with my visit. I assured him that I was very satisfied. Keep up the great work you are performing and God Bless you and yours."



## Departmental Pumpkin Decorating Contest

**Beginning Oct. 16, pumpkins will be made available in the Dietary Kitchen for the Departmental Pumpkin Decorating Contest.** Each department is entitled to one pumpkin. There is to be no carving of pumpkins, they are only to be painted and decorated. If you choose to use lighting, please use only battery-operated lights. No candles or electric lights are permitted. Please keep your pumpkin and décor to 12 inches by 12 inches, and attach a name card and contact information identifying your department.

Please bring your pumpkins to the cafeteria for display no later than Oct. 30. The winning department will be notified Oct. 31. The winner receives a departmental pizza party. Anyone with questions should email [Michelle.Wager@lvhn.org](mailto:Michelle.Wager@lvhn.org) or call 570-476-3640.

## Out and About



- ▶ Greater Pocono Chamber of Commerce Women in Business Luncheon sponsor: Hughes Cancer Center Breast Health. Lutchana Beckford, nurse navigator, spoke of the importance of having mammograms and advancements in breast cancer treatments.



- ▶ William Cors, MD, MMM, FAAPL, Senior Medical Director at LVH–Pocono, spoke to the Pocono Mountain Association of Realtors about what's happening at LVH–Pocono.



- ▶ Red Cross of Monroe County Blood Drive at LVH–Pocono
- ▶ 2017 Annual President's Gala for East Stroudsburg University President Marcia G. Welsh
- ▶ Tobyhanna Army Depot Prevention & Wellness Fair
- ▶ Healthy Young Men
- ▶ Biggest Winner Graduation



# Healthy Young Men and Spirit Girls Programs



**There is still time to join the Healthy Young Men and Spirit Girls, programs designed to encourage healthy lifestyles and promote self-esteem for children ages 12-17 through a variety of fun activities.** The programs are held through the collaboration of LVH-Pocono and the Monroe County Youth Employment Services. Healthy Young Men is held the second Thursday of every month, and Spirit Girls the third Thursday of every month at the Hughes Cancer Center through the spring.

Get more information about Healthy Young Men and Spirit Girls at [Poconoyes.org](http://Poconoyes.org).

## Biggest Winner Graduation

**The Biggest Winner 6-Month Weight Loss Challenge graduation was held this week and every participant was a winner for moving forward toward a healthier lifestyle.**

We'd like to express our gratitude to "Doctor T," Musa Tangoren, MD, anesthesiologist at LVH-Pocono, for leading and inspiring this community group to lose a total of 439.7 pounds overall.

Look for registration information for the next weight loss challenge session, which begins on Jan. 9.

