Epic Now Live at LVPG–Pocono Practices and Other Sites

Colleagues at the West End Healthcare Center are excited about Epic go live.

Epic is now in the Poconos. Starting Saturday, Oct. 28, select Lehigh Valley Physician Group (LVPG)–Pocono practices and LVH–Pocono outpatient services, along with the LVH–Pocono Access Center, went live with the Epic electronic medical record (EMR) system.

WHO IS LIVE WITH EPIC IN THE POCONOS?

- 48 LVPG–Pocono practices
- 5 ExpressCARE locations
- 1 Access Center
- 1 Management Services Organization (MSO)

“We want to share our personal thanks for helping LVHN bring the Epic electronic medical record system to select LVPG–Pocono practices, LVH–Pocono Access Center and LVH–Pocono outpatient services locations,” says LVPG President Michael Rossi, MD, on behalf of himself, Jim Demopoulos, MHA, Senior Vice President of LVPG Operations, and Donald Levick, MD, Chief Medical Information Officer.

INTEGRATED EMR=PATIENT BENEFITS

With Epic live at most ambulatory locations in the Poconos, patients served there are now part of LVHN’s integrated electronic medical record system. If a patient requires care at another LVHN practice or facility that already has Epic in place, that patient’s previous care information will be available for a clinician to review and provide a clear view of their care and potential care gaps.

MyLVHN FOR POCONO PATIENTS

For patients, the most visible part of this transformation is the access they will now have to their own personal medical information through MyLVHN, the patient portal account. Having access to MyLVHN allows patients to:

- View test results
- Pay medical bills (incurred Oct. 28 and later)
- Send and receive non-urgent messages with their provider
- Review medication lists
- Schedule appointments, including screening mammograms for women age 40 and older
- Have a video visit with an LVHN provider

To activate a MyLVHN account, patients will either receive an activation code at an appointment or they can sign up on MyLVHN.org by clicking the “Create Account” button.

THANK YOU, COLLEAGUES

This is the first stage of EMR transformation in the Pocono region and is thanks to the engagement of LVPG–Pocono colleagues and coordination by LVPG operations, LVHN information services, training by the department of education, and support by LVPG super users, champion physicians and Divurgent consultants.

POSITIVE PATIENT TESTIMONIAL

“Excellent experience. The Immediate Care Center is an asset to our community.”
Help After the Hurricane

LVH–Pocono Associate Senior Medical Director Jonathan Goldner, DO, has returned home after assisting the federal medical response to Hurricane Maria as part of the National Disaster Medical System (NDMS). Goldner serves as a member of an NDMS Disaster Medical Assistance Team (DMAT). NDMS personnel along with U.S. Public Health Service Commissioned Corps (USPHS) officers have provided care to more than 12,600 people affected by the storm.

"Hurricane Maria caused devastation across much of Puerto Rico and the U.S. Virgin Islands, and NDMS members from throughout our nation are helping respond to the residents’ medical needs," said NDMS Acting Director Ron Miller. "When a state or U.S. territory requests our assistance, we will be there to provide the best care in the worst of times."

"This is the reason so many health care professionals get into the profession in the first place: To help others in their time of need," says LVH–Pocono President Elizabeth Wise. "We are proud of Dr. Goldner’s extraordinary efforts and for his care and concern for others who need medical help in our local community and beyond."

Reminder: The Flu Vaccination Deadline was Nov. 3

About 69 percent of LVH–Pocono colleagues had been vaccinated as of Nov. 1. Flu shots are mandatory for LVH–Pocono colleagues hired after 2012, and strongly encouraged for those hired before that year. Flu shot clinics have ended, but shots are still being administered at our locations outside the hospital. The roving cart remains available for hospital units by calling 570-476-7224. The vaccination deadline at LVH–Pocono was Nov. 3. Last year, 84 percent of LVH–Pocono colleagues were vaccinated.
The Majority Rules

Since I wrote my first blog in response to the bullying incident that was made public on social media, I’ve visited numerous units and departments to talk with colleagues. While some colleagues told me they’ve witnessed similar incidents before, the vast majority of colleagues had a completely different story to tell.

Time and time again, I heard stories about how colleagues are warm, engaging and helpful to one another, especially to new members of the LVHN family. And when I asked colleagues what they love about our health network – what keeps them at LVHN – they said they feel welcome here. They love to be part of a great team, and they appreciate working for an organization that helps them grow professionally and personally.

These conversations reinforced in me what I already knew. The overwhelming majority of colleagues are, simply put, great people. They’re caring and compassionate, talented and dedicated. They’re driven to help patients, families and colleagues, and they treat everyone with PRIDE (privacy, respect, involvement, dignity, empathy).

When someone is treated unfairly, the focus can be removed from all the characteristics that make us great. However, that’s precisely the time for us to come together to send a message to those who don’t practice PRIDE. Our collective message is this: When it comes to treating people with PRIDE, the majority rules.

If you see someone being treated unfairly, tell your supervisor or human resources (HR) consultant. We can’t afford to have anyone on our team who is unwilling to make the PRIDE promise. You deserve to be treated with PRIDE always, as do all our patients and their loved ones. That’s how we’ll create and maintain a work environment where people are respected and can grow to be at their best.

I’m here to support and help you have an exceptional work experience at LVHN. That’s why I’ll continue to visit departments throughout our health network to learn about what’s happening and to hear what’s on your mind. If you’d like me to visit your department, email me at Lynn.Turner@lvhn.org and I’ll schedule a visit.

Until we meet and until my next blog, thank you for treating people with PRIDE and thank you for being in the majority. You rule!

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.
Halloween at LVH–Pocono

Colleagues’ creativity was on display during LVH–Pocono’s Halloween pumpkin decorating contest.

Annual departmental pumpkin decorating contest winner: inpatient rehab facility.

Colleagues Lynne Garris, Maureen Curran, Laura Hruska and Hulya Hartley had fun dressing up.
LVHN–Pocono partnered with the local police. Colleague Dawn Stout helped hand out glow sticks to trick or treaters.

Darya Rybac, RN, Chelsea Boyle, RN, and Pat Ransel, RN, attend Mental Health Awareness Day at East Stroudsburg University.

Get Your Free Turkey Nov. 14

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It’s time for Turkey Toss 2017. What’s that? For the past seven years, LVHN colleagues have receive a free turkey as a reward for the exceptional work we do to heal, comfort and care for our community.

In the next few days, LVH–Pocono colleagues will receive a certificate for their free turkey in the mail. Accompanying the certificate is a card from LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, who says he is “thankful for the dedication, talent and teamwork of LVHN’s more than 17,000 colleagues for the excellent work they do every day for the people of our community.”

The Turkey Toss event is set for Tuesday, Nov. 14, from 2–5 p.m. at 300 Lincoln Ave., East Stroudsburg. (Note: location of former Kmart in East Stroudsburg.) Leaders will be there to distribute the turkeys, thank you for all you do, and wish you and your loved ones a happy holiday season.

Where is it at LVH–Pocono?

Last week’s answer: Behind the welcome desk

Where Is It at LVH–Pocono?

The answer will be given in the next LVHN Weekly–Pocono. Look for this new fun feature every week. Happy guessing!