“Imagine a health network as passionate about your convenience as it is about better medicine.” That health network is LVHN, and we’re telling our community about ways we provide convenient access to our services.

You play an important role because, like (l-r) Registration Specialist Mary Greenfeder and Patient Services Representative Samantha Farmer, you are an ambassador for LVHN in our community. When you’re asked questions about how to make an appointment or access our services, tell people to:

Call 888-402-LVHN
This new toll-free number connects you to everything LVHN has to offer. You’ll talk with a colleague in our Access Center who can help you make an appointment with a provider, schedule a test, get information about LVHN, register for a class and more. If you need to be transferred, the Access Center colleague will connect you with the right person before hanging up.

Click LVHN.org or MyLVHN
New patients who have never seen a particular provider (in family medicine, internal medicine, gynecology and urology) can make an appointment online. Visit LVHN.org/schedulenow to see a list of providers who offer online scheduling. To make an appointment with your current provider, log in to your MyLVHN account. If you’re using the app, click the “Appointments” icon. If you log in through MyLVHN.org, click “Schedule an Appointment.”

Walk in ExpressCARE
ExpressCARE provides treatment for minor illnesses and injuries without an appointment. Children’s ExpressCARE is exclusively provided at the Health Center at Palmer Township. ExpressCARE is available 365 days a year, 8 a.m. to 8 p.m. on weekdays; hours vary on weekends. To find an ExpressCARE near you, visit LVHN.org/ExpressCARE.

Have a Video Visit
Video visits are available 24/7 to adults age 18 and older who have red eye (pinkeye), cough/cold, lower back problems, urinary problems, ear pain, rash/skin problem or seasonal allergies. The cost is $49. To have a video visit, you need:
- A MyLVHN account (Visit MyLVHN.org and click “Create Account” to get one.)
- The MyLVHN app on your smart device (Download it on Apple Store or Google Play.)
- To be within the Commonwealth of Pennsylvania.

View Provider Ratings
You can see how verified patients rate our providers in our Find a Doctor profiles on LVHN.org. Ratings come directly from CG-CAHPS surveys completed by patients. Initially, ratings are shown for about 400 LVPG providers to help people make a decision about which provider to choose. Ratings will be provided for more providers in the future.

- Jenn Fisher and Rick Martuscelli

Lehigh Valley Health Network

your TO-DO LIST

1. Enroll in your 2018 benefits Oct. 6-27. Check your home mail and read page 6 for details.

2. Get your flu shot. Find out where to get vaccinated on page 7.

3. Complete the first quarter bundle by Sept. 30. Click the TLC icon on your SSO toolbar.

4. Watch the State of the Health Network Address. Visit LVHN Daily the week of Sept. 25 to see Dr. Nester’s presentation.

5. Attend a Town Hall meeting. Watch for dates, times and locations on LVHN Daily.
LVH AMONG THE NATION’S BEST

For the 22nd consecutive year, Lehigh Valley Hospital (LVH) ranks as one of the nation’s top hospitals on U.S. News & World Report’s Best Hospitals list. LVH ranks No. 5 among Pennsylvania’s top hospitals and among the nation’s top 3 percent of leading hospitals in gastroenterology and GI surgery. This is the 12th time this specialty made the list. LVH is the only area hospital to make the U.S. News rankings in at least one specialty area every year since 1996. Both LVH and LVH–Muhlenberg are recognized among the best hospitals in Northeastern Pennsylvania/Lehigh Valley. LVH–Muhlenberg ranks 23rd in the state.

U.S. News also ranks LVH as high performing in:
- Geriatrics
- Nephrology
- Neurology and neurosurgery

U.S. News also evaluates hospitals nationwide in nine procedures and conditions. Each hospital is assigned a rating. This year, three of our hospitals received high-performing ratings. LVH was high performing in all nine categories.

LVH high-performing procedures and conditions
- Abdominal aortic aneurysm repair
- Aortic valve surgery
- Chronic obstructive pulmonary disease (COPD)

LVH–Muhlenberg high-performing procedures and conditions
- Chronic obstructive pulmonary disease (COPD)
- Colon cancer surgery
- Heart failure

LVH–Hazleton high-performing condition
- Heart failure

- Rick Martuscelli and Rob Stevens

GETTING FAMILIAR WITH LEHIGH VALLEY FLEX BLUE

This fall, during open enrollment period for health insurance, you’ll see advertising about a health insurance plan called Lehigh Valley Flex Blue. This plan is a collaborative offering from Highmark Blue Shield (Highmark) and LVHN that became available Jan. 1, 2017. LVHN colleagues will continue to be covered by LVHN Health Plan, not Lehigh Valley Flex Blue.

Lehigh Valley Flex Blue is positioned as a health insurance plan focused on providing top-quality care with the flexibility of choice for members and their families. The plan offers its participants the highest level of cost coverage when receiving care from doctors or hospitals affiliated with LVHN, Sacred Heart Hospital and Blue Mountain Hospital. It now is easier than ever to access care from LVHN with call, click, walk-in and video visit options. And by sharing information, care will be coordinated to ensure efficiency without duplication of services.

About Lehigh Valley Flex Blue
- It’s offered in Lehigh, Carbon, Northampton, Monroe and Schuylkill counties.
- Members can access care at all inpatient and outpatient LVHN sites of service.
- The partnership enables LVHN and aligned providers to better manage the care members receive, improving outcomes and lowering future health care costs.
- Those enrolled will have access to the entire Highmark and BlueCard network, which covers 92 percent of doctors and 96 percent of hospitals in the U.S.

- Jenn Fisher
THE POWER OF CONVENIENCE

Why are we focusing on convenience?
Today, convenience drives demand more than ever before. Think about the last time you made a purchase. Did you make your choice because it was the best product or service, or because it was the most convenient option? Amazon Prime memberships have doubled in the last two years because people want the convenience of tapping an app and having products delivered to their doorstep in less than two days. It’s natural that health care consumers want convenience too.

What do health care consumers want?
When people nationwide were asked which industry should consistently meet or exceed expectations, health care was the top response. Other surveys found that health care consumers would rather have easy access to care than a free primary care visit. The point is clear. We must make it easy and convenient for patients to access our services across the entire care continuum.

How is LVHN providing health care convenience?
In the Lehigh Valley, we recently started telling and showing people the ways we are making care more convenient. (We’ll do the same throughout the Hazleton, Schuylkill and Pocono regions as new convenience features are implemented there.) Our message is that you can call one toll-free number, 888-402-LVHN (5846), to connect to everything we have to offer. You can click LVHN.org or MyLVHN to schedule an appointment. You can walk in to ExpressCARE without an appointment for treatment of minor illnesses and injuries. You can have a video visit from the comfort of your home if you have a minor medical concern. And you can view providers’ star ratings by verified patients on LVHN.org/Find_A_Doctor, like you would on a website like TripAdvisor, to choose the best doctor for you. That’s convenience, but it’s only the start of each patient’s experience. You take it from there.

What can I do?
For people to recognize LVHN as the place that provides convenient access and an exceptional experience, all 17,000 colleagues need to deliver on our promise to put patients first. As an LVHN ambassador, you can help by becoming familiar with and sharing the simple steps people can take to access our services (see page 1). It’s also important for you to treat people as you’d want to be treated. Greet people warmly, listen attentively, answer questions, ensure all needs are met before ending an interaction, and do the little things that make a big difference for our patients and their loved ones. Remember: For today’s health care consumer, excellent service is not an extra. It’s an expectation that starts when they connect with us conveniently.

- Rick Martuscelli
ARE WE **REACHING** OUR GOALS?

AS WE STRIVE TO ACHIEVE OUR GOALS RELATED TO THE **TRIPLE AIM** (BETTER HEALTH, BETTER CARE AND BETTER COST), WE’LL USE THIS CHART TO TRACK OUR PROGRESS THROUGHOUT FISCAL YEAR 2018.

**Inpatient**
- Low mortality
- Decrease catheter-associated urinary tract infections

**Outpatient**
- Improve diabetes control
- Improve breast cancer screening

**Inpatient Experience**
- Meet HCAHPS patient experience goals

**Outpatient Access**
- Enhance appointment scheduling
- Implement scheduling phone system and decrease abandon rate

**Outpatient Experience**
- Meet Press Ganey patient experience goals

**Clinical Pathways**
- Standardize care, improve efficiency and improve outcomes

**Optimize cost per patient encounter**

**Green** = Meeting our goal  **Red** = Opportunity for improvement  **Gray** = Data not yet available

Goal must be achieved at the end of fiscal year 2018 to earn a **Shared Success Plan (SSP)** bonus in October.

Results as of Aug. 9, 2017
NEW FISCAL YEAR 2018 (FY18) GOALS

Each fiscal year we set goals to help us focus on things we must do to further our mission and respond to our community’s needs. Departments align their goals with health network goals and track their progress on their visibility wall. Here are details about our new goals, which are again based on the Triple Aim (better health, better care and better cost).

Better Health

► **Low mortality.** We’ve done great work to decrease our mortality index (ratio of actual deaths to expected deaths in our hospitals). We’re now among the nation’s best hospitals. This year, we’ll work to maintain our success.

► **Decrease catheter-associated urinary tract infections.** To achieve this goal, which is a focus of many hospitals nationwide, physician and nursing colleagues are collaborating regularly to discuss the care of patients with urinary catheters.

Better Care

► **Provide an exceptional inpatient experience.** We’ll continue to drive improvements in HCAHPS scores.

► **Enhance appointment scheduling.** See story below for details.

Better Cost

► **Implement scheduling phone system and decrease abandon rate.** This goal is applicable to LVH–Hazleton and LVH–Schuylkill, where we’ll work to quickly answer Call Center phone calls.

► **Provide an exceptional outpatient experience.** We’ll continue to drive improvements in Press Ganey scores.

► **Standardize care, improve efficiency and improve outcomes.** We’ll build on the work we’ve done with common procedures such as joint replacements, low-risk pregnancy delivery and others, and develop new pathways in other care areas.

**ENHANCING APPOINTMENT SCHEDULING**

Calling the Access Center (888-402-LVHN) to schedule an appointment is standard procedure for patients and physician practices. Driving calls to one toll-free telephone number is just one way we’re giving people convenient access to our entire health network. To ensure we’re doing all we can to make that call top notch, one of our FY18 goals is to enhance appointment scheduling.

To set a baseline, Erianna Marmolejos (seated), Lisaeve Glemser and fellow Access Center representatives are asking callers who want to schedule an appointment if they would answer two questions. On a scale of 1-5 (5 being excellent):

1) How would you rate our ability to provide you with the appointment that meets your needs?

2) How easy is it to access our services? (If 3 or less) What would make it easier?

We began asking callers these questions in July. Using data from this baseline survey, the Access Center will work on enhancing the appointment scheduling experience through the end of FY18. This is the third year improving outpatient access has been an area of focus. In FY16, standard greetings and a shorter wait time (less than 15 seconds) were achieved. In FY17, the team worked to improve appointment access within five days using an online map location tool that allows the Access Center team to offer appointments closer to patients’ homes.

- Jenn Fisher

- Rick Martuscelli
LEHIGH VALLEY HEALTH NETWORK

REVIEW YOUR 2018 OPEN ENROLLMENT PACKET

Your health and the health of your family is a priority for us at LVHN. That’s why we offer benefit-eligible colleagues a comprehensive benefit plan to support your overall well-being. An Open Enrollment packet containing detailed information on our 2018 medical, dental, vision, supplemental life insurance and flexible spending account (FSA) benefits will be mailed to your home in mid-September.

Here’s what you need to know about this year’s Open Enrollment:

► **You’ll get a sneak peek at My Total Health.**
  It’s part of our vision to support you and your family on the wellness journey. My Total Health includes comprehensive benefits, programs and services to help you and your family thrive, so you can live your best life possible.

► **You must enroll through Lawson.** Both new and current colleagues must use Lawson (accessible on the SSO toolbar) to enroll from Oct. 6 through Oct. 27.

► **Enrollment packets include everything you need to know.** Your packet includes highlights of the 2018 benefits information, examples to help you choose between our PPO and HSA health plans, and a summary of material modifications. You also can view Open Enrollment information electronically on the HR intranet page.

Please review all documents carefully before you enroll in benefits. If you don’t receive your packet by Sept. 30, call the Colleague Benefit Resource Center at 484-884-3199.

- Sheila Caballero

USE LVHN FITNESS FOR FREE

This health benefit is available to all colleagues regardless of health plan coverage or where you work. Stop by for a tour or see member services for more information at the following locations:

► **LVHN Fitness–Cedar Crest**

► **LVHN Fitness–Muhlenberg**

► **LVHN Fitness–One City Center**

► **LVHN Fitness–Mack Boulevard**

► **Fitness Center at the Health & Wellness Center at Hazleton**

Dependent reimbursement and more

Dependents on LVHN Health Plan will continue to use their Culture of Wellness dollars for fitness center reimbursement. Guest passes are available for family and friends.

Effective Jan. 1, 2018, Culture of Wellness reimbursement will be discontinued for Steel Fitness. More details will be outlined in your Open Enrollment packet.

- Sheila Caballero

**Have questions?** Contact the Colleague Benefit Resource Center at 484-884-3199.

**You asked, and we listened.** Starting Sept. 1, all colleagues can use LVHN Fitness facilities in the Lehigh Valley and Hazleton free of charge with no minimum visit requirement.

The free benefit is being offered to colleagues like Mike Magruder (pictured), whether they are full time, part time or per diem. It’s just one thing we’re doing to help you thrive so you can be at your best personally and professionally.

Whether you want to burn a few extra calories on your lunch break, hit the weights after work or take a group fitness class like yoga, the choice is yours. Simply use your LVHN badge to gain access to fitness facilities and amenities. New members need to complete paperwork prior to the first visit.
CONSIDER DONATING PTO

In September, medical assistant Katerina Castesenko (pictured) excitedly joined the team at LVPG Family Medicine–Cetronia Road. A few months later, her world turned upside down when she faced a serious health crisis that required surgery. A new colleague with a limited amount of accrued sick time and paid time off (PTO), Castesenko was able to take the time she needed to recover—without financial hardship—because of PTO donation.

LVHN’s PTO donation policy (which excludes LVPG physicians and APCs) allows all colleagues to donate PTO to support colleagues in need. Castesenko, her husband and two children are eternally grateful to all colleagues who helped them. Today, she’s feeling better and back to work.

Won’t be using all your PTO during the fiscal year? Consider donating

At the end of the fiscal year in June, colleagues can carry over up to 40 hours of PTO into the next fiscal year. PTO in excess of 40 hours is forfeited. (Colleagues on approved leave of absence can carry over up to 80 hours of PTO.) That’s why there’s a spike in the number of colleagues who donate PTO in June. However, there are always colleagues on approved leave of absence in need of extra PTO. That’s why you should consider donating throughout the year.

Facts about PTO donation
- You can donate to a specific colleague.
- If you don’t have a specific colleague in mind, human resources (HR) will find a colleague in need.
- Donors remain anonymous.
- You can donate any amount of PTO.
- The recipient must be on an approved leave of absence.

To donate PTO:
- Complete the PTO donation form. To find it:
  - Visit the HR intranet site (hr.content.lvh.com).
  - Click the “Quick Forms” drop-down menu.

LVHN’s PTO donation policy (which excludes LVPG physicians and APCs) allows all colleagues to donate PTO to support colleagues in need. Castesenko, her husband and two children are eternally grateful to all colleagues who helped them. Today, she’s feeling better and back to work.

LVHN–One City Center

LVH–Cedar Crest, Kasych Family Pavilion first-floor hallway
Oct. 2, 6:30 a.m.–6:30 p.m.
Oct. 6, 6:30 a.m.–2 p.m.
Oct. 17, noon-7:30 p.m.
Oct. 28, 6:30-11 a.m.
Nov. 10, 6:30 a.m.-2 p.m.
Nov. 20, noon-7:30 p.m.

LVH–Muhlenberg, ECC hallway
Oct. 4, 6:30 a.m.-6:30 p.m.
Oct. 14, 6:30-11 a.m.
Nov. 7, 6:30 a.m.-2 p.m.
Nov. 17, noon-7:30 p.m.

LVH–17th Street, Center for Healthy Aging
Oct. 13, 7 a.m.-2 p.m.
Oct. 26, 7 a.m.-2 p.m.
Nov. 15, 11 a.m.-3:30 p.m.

LVHN–Mack Boulevard cafeteria
Oct. 12, 8 a.m.-3:30 p.m.
Nov. 13, 8 a.m.-2 p.m.

Questions?
Contact Elizabeth.Oberlander@lvhn.org.

GET YOUR FLU SHOT

These may be the dog days of summer, but as health care professionals we know another flu season isn’t far off. Employee health services colleagues such as Jeri Lemanek, RN (pictured), have begun gearing up for it by scheduling our annual colleague flu shot clinics. Here’s the schedule for our Lehigh Valley locations:

LVHN–One City Center

eighth floor work café
Oct. 31, 8 a.m.-1 p.m.

Immunizations also will be available during walk-in hours at the employee health services offices at LVH–Cedar Crest and LVH–Muhlenberg.

LVH–Cedar Crest walk-in hours
Monday, 7-8 a.m.; 1:30-3:30 p.m.
Tuesday, 1-3 p.m.
Wednesday, 7:30-8:30 a.m.
Thursday, 7-10 a.m.
Friday, 8-10 a.m.

LVH–Muhlenberg walk-in hours
Monday, 1:30-3:30 p.m.
Tuesday, 7:30-10 a.m.
Wednesday, 2-3:30 p.m.
Thursday, 7-10 a.m.
Friday, 8-10 a.m.

*The LVH–Muhlenberg office will host a special flu shot clinic on Oct. 2, 6-11 a.m., in addition to regular walk-in hours that day.

- Ted Williams

Facts about PTO donation
- You can donate to a specific colleague.
- If you don’t have a specific colleague in mind, human resources (HR) will find a colleague in need.
- Donors remain anonymous.
- You can donate any amount of PTO.
- The recipient must be on an approved leave of absence.

To donate PTO:
- Complete the PTO donation form. To find it:
  - Visit the HR intranet site (hr.content.lvh.com).
  - Click the “Quick Forms” drop-down menu.

- Rick Martuscelli

Questions?
Contact Elizabeth.Oberlander@lvhn.org.
Vincent Cheng, DO (left), grew up working at his parents’ take-out restaurant, Happy Garden in Whitehall, but always wanted to be a doctor. Robert Gyory, MD (right), of Slatington, always was interested in medicine and basic science research.

As high school students, their goals of becoming doctors were nurtured when they participated in LVHN’s Emerging Health Professionals program. In June — nearly 10 years after participating in the program — Cheng and Gyory returned to LVHN as medical residents.

Emerging Health Professionals is a year long program that exposes high school seniors to health career options through shadowing and touring LVHN departments and facilities. It gives students a better understanding of the industry. Students spend two half-days a week at LVHN and receive college credits from either Penn State Lehigh Valley or Lehigh Carbon Community College.

Cheng, 27, is an internal medicine resident and hopes to do a fellowship in GI after his residency. This path took him to Lehigh University, then Lake Erie College of Osteopathic Medicine to earn his medical degree. “Ever since I attended the Emerging Health Professionals program, I was interested in becoming a resident here,” Cheng says. “Everyone I interacted with was awesome.”

After earning his certification as an emergency medical technician, Gyory, 26, attended University of Pittsburgh, then did his medical school training at Penn State College of Medicine. He’s serving his residency in emergency medicine, in the same department where he had spent countless hours as a high school senior shadowing physicians, learning about the specialty and making connections. “The emergency medicine program here is very strong and well-known at other hospitals,” Gyory says. “I feel very comfortable and fortunate being here.”

- Elizabeth Reichenbach and Rob Stevens