

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 Healthy You magazines, 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.

[People Goal Heats Up](#)

Learn how you can move closer to receiving a Shared Success Plan (SSP) bonus by helping us achieve the people goal.

[Read April CheckUp](#)

Meet a U.S. Department of Defense honoree, a radiologic technologist and a colleague who is motivating others to take charge of their health.

[Watch March's Leader-to-Leader Video](#)

See a presentation about the changing health care environment.

[Answers to Your Questions About Prescription Drug Coverage and Choice Plus Health Plans](#)

Get helpful details about our prescription drug coverage and Health Spectrum Pharmacy hours.

[This is a Test...of the Epic Communication Process](#)

Learn how the Epic team communicates with colleagues as we move closer to the go-live date.

[Wellness: Score Some Sleep](#)

Make changes and practice these tips to get better quality sleep.

[In the News: March - VIDEO](#)

Watch a video that shows how our health network and colleagues were featured in local news

coverage.



**Read the latest
issue of CheckUp**



**Ask Questions
Any Time on
Mission Central**



**Read the latest
issue of Healthy You**

READ LEHIGH VALLEY HEALTH NEWS
a blog on LVHN.org containing
timely health information and
health network news.

[< Wellness Wednesday: Score Some Sleep](#)
[Read April CheckUp >](#)

People Goal Heats Up

As we near the end of the third quarter of fiscal year 2014, it's time to heat up colleague participation in the 2014 People Goal and help us move closer to reaching the Shared Success Plan (SSP) bonus goal.

Our thermometer graphic on Mission Central shows how many colleagues have set their People Goal so far, and if you haven't set yours yet, we need your participation to bump up the total. The People Goal is one of the components linked to the SSP bonus. As one of those measures, we need at least 60-percent of Choice Plus health plan members to set a health and wellness goal using the worksheet on [MyPopulytics.com](#).

Setting your goal will keep you healthier, will make you eligible to win a prize, and will put us one step closer to an SSP bonus at the completion of the fiscal year.

4 Easy Steps to Complete Your People Goal

- . Visit [MyPopulytics.com](#).
- . Review the results of your Health and Wellness Assessment.
- . Then, go to the "Health and Wellness Worksheet." You will see the worksheet link highlighted in yellow in three places on your [MyPopulytics.com](#) home page:
 1. On the left side of the page, under "My Profile"
 2. On the right side of the page under "News and Headlines"
 3. In the middle of the page under, "Health and Wellness"
- . Complete and submit the worksheet.

Need goal ideas?

If you need some ideas for goals, [review this flyer](#) for inspiration.

Love Prizes? Set Your People Goal Today

Completing the health and wellness worksheet (and therefore setting your People Goal) on [MyPopulytics.com](#) allows you to be a part of monthly prize drawings and the Grand Prize drawing.

Enter by the end of March for a very special prize at Bear Creek Mountain Resort. That prize, to be drawn on April 1, includes a one-night stay at the resort, a \$100 spa gift card, two complimentary spa gifts and breakfast for two.

The prizes you will be eligible to win:

- A \$100 Promenade Shops at Saucon Valley gift card (two drawn each month, through June 2014)
- A Spa-and-Stay Package at Bear Creek (to be drawn April 1, 2014)
- The Grand Prize – a \$550 Bear Creek gift card and a \$300 Promenade Shops gift card (two to be drawn June 30, 2014).

Hey, Where's My Goal?

If you've already set your goal and want to review it, there's an easy process to find it.

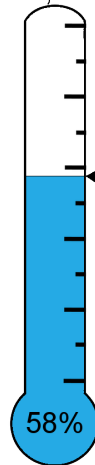
- . Log onto [MyPopulytics.com](#)
- . Click on "Message History" in the upper right side of the screen
- . On left side of the next screen, click on, "Search History"

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Help Achieve the SSP BONUS

Set Your FY14 People Goal today!

10,161



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. Click on message labeled: LVHN HWA Worksheet

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This entry was posted by [Jenn Fisher](#) on March 19, 2014 at 3:30 pm, and is filed under [Learn, Live Healthy](#). 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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< [People Goal Heats Up](#)

This is a Test...of the Epic Communication Process >

Read April CheckUp

Taking charge of your health is important, but sometimes it can be difficult to take the first step. In the April 2014 edition of CheckUp, you'll meet a colleague who is inspiring others to live well. The story may motivate you to exercise, eat a healthy diet and contribute to our health network's [People goal](#), which is all about your health and wellness.

In this issue, you also will learn about the roles of colleagues on our team. You'll meet:

- Tom Kennedy and Anthony Veglia, MD, two new members of our Board of Trustees
- Jeremy Batman, a colleague who epitomizes what it takes to be a radiologic technologist
- Nicole Urban-Miller, RN, who was honored by the U.S. Department of Defense

You also can read Terry Capuano's Focus on PRIDE column, meet our Service Star of the Month Lori Schanz, RN, learn why LVHN is a "Fit-Friendly Worksite," and meet colleagues who promote heart health with flowers, receive education through simulation, motivate graduates and give thanks for great high-risk pregnancy care.

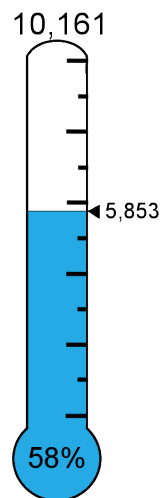
When you visit the CheckUp section, you can page through the issue virtually, download and print the issue or read each story individually on Mission Central. Enjoy the April edition.



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This entry was posted by [Rick Martuscelli](#) on March 20, 2014 at 11:00 am, and is filed under [Live Healthy](#). 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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< In the News: March – VIDEO

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Watch March's Leader-to-Leader Video

Do you want to know what's going on in our health network? Watch the Leader-to-Leader meeting. Leader-to-Leader meetings are held the third Thursday each month in the Lehigh Valley Hospital-Cedar Crest auditorium and simulcast to participants at Lehigh Valley Hospital-17th Street, Lehigh Valley Hospital-Muhlenberg and Mack Boulevard. Using a PowerPoint presentation as a guide, guest speakers share updates on key issues and initiatives.

Scroll down to view videos of each of the speakers.

(Please note you must be logged on to our intranet with Internet Explorer in order to access the videos. You also need to have Microsoft Silverlight installed on your computer. If the links do not open properly, try refreshing your browser. If you have questions or need assistance, please contact information services at 610-402-8303.)

[Welcome Honor Roll](#)

[Service Star](#)

[Health Care Future](#)

[Value Based Model Using Technology](#)

[Our Journey to Population Health Care Continuum](#)

This entry was posted by [Admin](#) on March 21, 2014 at 2:15 pm, and is filed under [Learn](#), [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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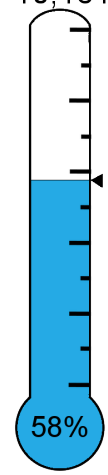
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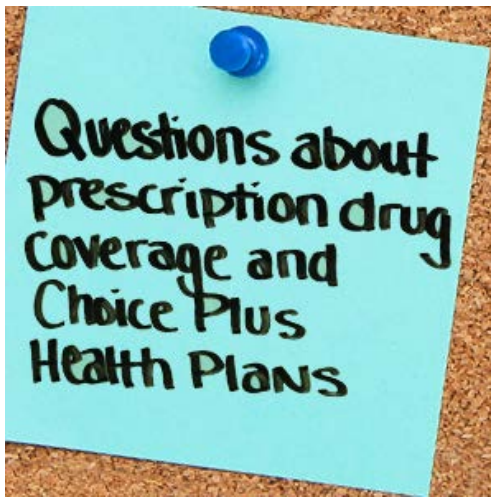


< Happy St. Patrick's Day

Wellness Wednesday: Score Some Sleep >

Answers to Your Questions About Prescription Drug Coverage and Choice Plus Health Plans

Since the start of the fiscal year, our colleagues in human resources and at Populytics have received many questions regarding prescription drug coverage under the Choice Plus health plans. Below are answers to some of the most frequently asked questions, as compiled by Stacey Asbell, administrator, operations and health plan management with Populytics; Debby Patrick, senior vice president, human resources; and Brian Lenich, administrator, Health Spectrum Pharmacy.



Q: I use ExpressCARE at one of our health centers. When I need prescription drugs on the weekend or in the evening, Health Spectrum Pharmacy is often closed. Yet I need the medication immediately. How can I get the medication I need without paying full price?

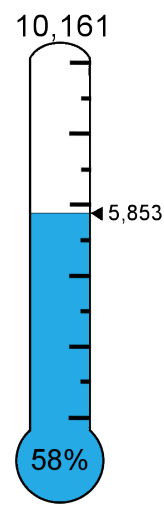
A: Getting your prescription drugs filled at Health Spectrum Pharmacy allows you to get the highest benefit (and lowest cost) through the Choice Plus PPO and HSA plans. At times when Health Spectrum Pharmacy is not open – or if your doctor's office or ExpressCARE center is a considerable driving distance from a Health Spectrum Pharmacy location – here are some options you can use. These will allow you, for example, to get enough medication to last through the weekend until you're back at work on a Monday morning and able to go to a Health Spectrum Pharmacy location.

- Ask your prescribing physician to provide two prescriptions, one for a small quantity that can be filled at a retail pharmacy and a second for the balance of the prescription to be filled at a more convenient time at a Health Spectrum Pharmacy. It should be noted that for the majority of prescription drugs, two prescriptions won't be necessary in order to obtain a partial fill at one pharmacy and the remainder at Health Spectrum Pharmacy. However, partial fills are not permitted for some prescription drugs known as "schedule II controlled substances," such as Percocet, Adderall or Ritalin. These are drugs that are accepted for medical use but have a high risk for dependency if abused. Should you purchase a partial subscription of these drugs, the remainder will be considered void. Check with Health Spectrum Pharmacy Services to make sure a partial fill is available for the drug you seek.
- Ask your prescribing physician for a sample of the drug sufficient to meet needs until it's possible to reach a Health Spectrum Pharmacy
- Ask the retail pharmacy to partially fill the prescription, allowing for the balance of the order to be filled at a Health Spectrum Pharmacy. To complete the filling of the prescription, call Health Spectrum Pharmacy Services with your prescription bottle in hand or bring the bottle to one of our locations.

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- Also, all unreimbursed out-of-pocket prescription drug expenses may be reimbursable through a Health Care Flexible Spending Account (FSA), if you chose that option during open enrollment.

Q: Why is Health Spectrum Pharmacy the only place we can use our full prescription drug benefit as Choice Plus members?

A: Prescription drug costs nationwide are rising higher than the rate of inflation, and with certain types of drugs (such as diabetes medication), the growth rate is even higher. Despite this, Choice Plus has not increased its co-pay for prescription drugs since 2009. In fact, the Choice Plus health plan bears 87 percent of prescription drug costs for its members; data show most health plans nationwide cover less of that cost (between 75-80 percent).

One reason Choice Plus has been able to keep co-pays steady and take on more prescription drug cost (which was a \$26 million expense in fiscal year 2013) is by using Health Spectrum Pharmacy as the in-network retail pharmacy for plan members. This allows us to benefit from unique purchasing arrangements between our hospitals, Health Spectrum Pharmacy and pharmaceutical companies. We pass that savings along to you, our 25,000-plus Choice Plus members.

We have explored – and will continue to explore – other options, especially as prescription drug costs continue to rise. We always strive to find a balance between cost-effectiveness and convenience for all Choice Plus members and will continue to do so.

Q: How do I know when Health Spectrum Pharmacy is open, and are there new programs in place that Choice Plus members can use?

A: Health Spectrum Pharmacy now offers convenience shipping, which allows for mail-order refills delivered by the US Postal Service within 2-3 business days. It is available Monday through Friday when you reorder your prescriptions online or by calling our Interactive Voice Response system. [You can enroll in convenience shipping here.](#)

You also can call directly for a prescription refill and pick it up in an hour. Health Spectrum Pharmacy also offers home infusion services. And many generic prescriptions can be purchased at Health Spectrum by Choice Plus members at a substantial savings (as little as a \$4 co-pay in some instances with the Choice Plus PPO plan). [View the entire list of \\$4 generic prescription medications.](#)

Health Spectrum Pharmacy hours are:

- Lehigh Valley Hospital-Cedar Crest: Monday-Friday 7 a.m.-7 p.m.; Saturday and Sunday 9 a.m.-3 p.m.
- Lehigh Valley Hospital-Muhlenberg: Monday-Friday 8 a.m.-6 p.m.; Saturday 9 a.m.-3 p.m.
- Lehigh Valley Hospital-17th Street: Monday-Friday 7 a.m.-5 p.m.

Q: Where can I find additional details about the prescription drug benefit through either the Choice Plus PPO or HSA plans?

A: You can get details inside the [Benefit Information Guide](#). (Information about the Choice Plus PPO plan prescription coverage is on page 9; information about the Choice Plus HSA plan prescription coverage is on page 10.) You also can call human resources' benefit line at 484-884-3199 or Populytics at 484-884-0410.

This entry was posted by [Ted Williams](#) on March 18, 2014 at 12:30 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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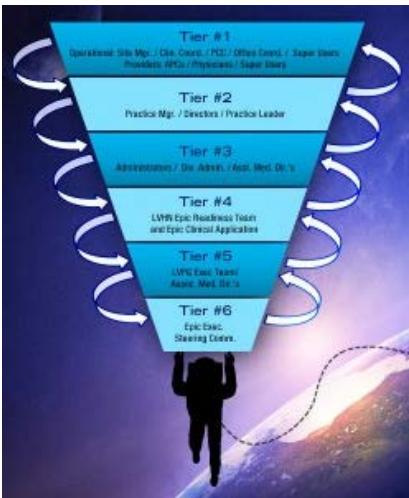
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This is a Test...of the Epic Communication Process

As Lehigh Valley Health Network (LVHN) moves closer to the [Epic electronic medical record \(EMR\) go-live for ambulatory](#), the number of people communicating information to colleagues continues to grow.

Last month, Epic leadership [kicked off the Clinical Readiness initiative](#) to enlist the support of operational leaders throughout LVHN. This group, representing all of our function areas, will play a critical role in the dissemination of information to their reports, as well as communicating concerns and questions to LVHN Epic leadership.

"For efficiency, we have developed a six-tiered system to share information," says Richard MacKenzie, MD, lead of the LVHN Epic Clinical Readiness program. "In this tiered system, Clinical Readiness team members are tier 4, and frontline staff are tier 1."



The idea of the tiered system is to ensure information travels from one tier to the next, so if a frontline colleague has a question, they know the question should go to their manager, and from there, it can move up the tiers, if needed, for an answer.

Communication Test

Recently, a Rapid Cycle Test (RCT) was conducted by the Epic Clinical Readiness team to test the tiered concept of transmitting information from Clinical Readiness members at tier 4 to colleagues at tier 3 (administrators and assistant medical directors.) Then the RCT evaluated how that information was disseminated from tier 3 to colleagues at tier 2 (practice managers, practice leaders and directors.)

"The job of the tier 3 member was to have a huddle with their tier 2 member to communicate the information to them," MacKenzie says. "They were to discuss the decision and have a dialogue around it."

In practice, this dialogue will help the Clinical Readiness team identify the gaps that they need to close, ensure rumors are addressed quickly, as well as communicate information that will either transition to end-users at tier 1 or up the tiers to LVHN Epic leadership.

Tier 4...Tier 3...Tier 2...Message Received

"We were pleased the communication process went well," he says. "After the message was communicated to tier 3 and then to tier 2 colleagues, we were able to assess it was effectively delivered and discussed by colleagues."

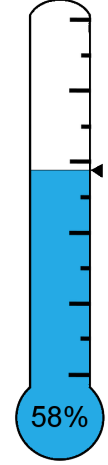
Clinical Readiness team member Terry Burger, RN, director of infection control and prevention, found the test of the tiered approach helpful. "We appreciate the need to evaluate the communication system well in advance of 'go-live,'" Burger says. "It allowed us to see the efficiency of the tiers when it comes to addressing issues or gathering multi-disciplinary input. For our department, it certainly worked well."

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In the upcoming months, the Epic Clinical Readiness Team will perform another RCT with a different 'test group' to see how successful that trial goes. Then starting May 1, this approach will be conducted throughout the network.

Learn more about the LVHN Epic transformation on the [LVHN Epic intranet site](#).

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One comment

Tami Meltsch 44 DAYS AGO

With the new 24 inch computer screen being placed in the patient rooms for the EPIC project, are we going to replace the TVs in the patient rooms as well? Not sure how the patients will feel about the computers screen in the room being bigger than the TVs on the wall.

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Wellness Wednesday: Score Some Sleep



Do you start and end the day the same way – tired? There are many reasons why you might be excessively sleepy:

- Environmental factors, such as noise or temperature
- Self-imposed sleep deprivation
- Performing shift work, causing you to have a reverse sleep schedule
- Insomnia or other disorders
- Medications
- Stress

“Sleep is just as important to your overall health as diet and exercise,” says Stephanie Betz, registered sleep technologist and clinical manager of our Sleep Disorders Center.

Studies show that people who said they had trouble getting enough sleep each night reported an impaired ability with memory, learning, logical reasoning and mathematical calculations. People who are sleep deprived – also known as “drowsy drivers” – are more likely to be involved in car accidents than those who are well rested.

This week’s Wellness Wednesday challenge: Make changes to ensure you get better quality sleep.

Adults should get 7 to 9 hours of sleep each night. Here are things you can do to get more and better sleep:

- Have a set bedtime, even on weekends. This will keep your internal clock synchronized.
- Set a pre-bedtime routine to help your body learn that it’s time to sleep.
- Keep your bedroom cool.
- Make sure your mattress is comfortable and in good condition.
- Exercise regularly, but not within 2 hours of sleeping.

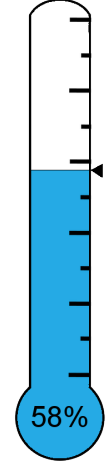
“If you are still awake after 30 minutes, get up and do a quiet activity you enjoy,” says Betz. “Read a book, watch TV or do a craft. When you start to feel sleepy, go back to bed. You can also cut back on caffeine. It stays in your system 4-6 hours after consumption. If

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you have trouble sleeping at night, eliminate caffeine after noon.”

Your bed partner is the most reliable source of information about the way you sleep. “If your bed partner says you snore or have pauses in your breathing while you are sleeping, you may have [sleep apnea](#), a disorder that causes you to stop breathing in your sleep,” says Betz. “Sleep apnea is easily diagnosed and treated. If left untreated it can increase your risk for stroke and heart attack.”

Symptoms of sleep apnea include:

- Waking from sleep abruptly
- Difficulty staying asleep
- Waking up with a dry mouth or sore throat
- Drowsiness or frequently falling asleep during the day
- Being easily irritated
- Depression
- Waking up choking or gasping for breath
- Morning headaches

If you believe your exhaustion is caused by something more than a bad night’s rest, consult your physician. He or she may consider a [sleep study](#).

Do you get enough sleep each night? How do you unwind to get a good night’s rest? Leave a comment and let us know.

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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LVHN in the News for March emphasized the expertise of health network clinicians as they responded to topics in the national media. Stories included our clinicians commenting on a mysterious polio-like illness affecting young children in California, and some encouraging news about the always hot topic of controlling childhood obesity. Other stories featured education about the warning signs of stroke and an update on how this year's flu strain has been more dangerous than usual to generally healthy adults. An LVH-Muhlenberg supervisor was recognized by the federal government for assisting a colleague with being able to serve her country. And finally, check out a heartwarming and emotional story about the team effort to save a man suffering a serious heart attack that began in Hazleton and ended in Allentown.

Other stories:

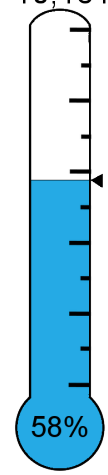
- Read more about some of the [early initiatives created through the AllSpire consortium](#) involving LVHN and six other health care providers.
- Read more about how [LVHN's role in the downtown Allentown arena project](#) demonstrates the health network's commitment to the revitalization of Allentown and to population health.

Welcome to Mission Central. It's the place to get and share information about our health network. Here, you can share stories, ask questions, be inspired, celebrate our accomplishments, learn to be at your best and more. Visit frequently to stay energized at work and help make our mission possible.

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