

PRIDE Rounding Begins

Want to talk with leaders about what we're doing well and where we have opportunities for improvement? You'll now have a regular opportunity to do so because PRIDE Rounding has arrived at LVH-Schuylkill.

This week during PRIDE Rounding, senior leaders and managers conducted the first house-wide survey of patients, families and colleagues throughout both hospital campuses. "This is a very good way for us to talk with patients and families about a person's experience while in the hospital," says LVH-Schuylkill President William "Bill" Reppy. "We learn what they like about their stay and if there are things we can do in real time to make that stay even better." Colleagues were also asked questions during the rounds including what they are most proud over the past six months and what are the things we can do even better.

Senior Medical Director Lawrence Riddles, MD, Vice President of Patient Care Services Susan Curry, MSN, and other managers have been conducting similar rounds on a much smaller scale. This week's PRIDE Rounding involved a mass caravan at both hospitals involving both clinical and nonclinical leaders in clinical and nonclinical areas.

Thursday's PRIDE Rounding session started with an early morning department manager/leadership briefing in the Wall Auditorium followed by the deployment throughout the hospitals. Patients in our behavioral health units were not interviewed, but colleagues on those units were. After rounding, leaders gathered



to discuss what they learned – the positives and the opportunities.

"PRIDE" is an acronym for the behaviors and actions we use when interacting with patients, families, guests and colleagues: Privacy, Respect, Involvement, Dignity and Empathy. PRIDE is more than a word. It represents what we need to do to give those we serve the best possible experience.

Leaders will now complete an online survey to document the feedback they received. LVH-Schuylkill's leadership team will track the results to uncover short- and long-term opportunities to enhance the patient and colleague experience.

PRIDE Rounding will occur monthly at LVH-Schuylkill. So be sure to look for and talk with our leaders so you can help make LVH-Schuylkill the best it can be.

CALENDAR OF EVENTS

Recreational Accessibility in and Around Schuylkill County

Free Community Lecture

LVHN Rehabilitation Center-Schuylkill
Tuesday, July 18, noon-1 p.m.
300 Schuylkill Medical Plaza

570-621-9500

EMT Training in Schuylkill County

FREE Information Session

Lehigh Carbon Community College

Tuesday, Aug. 8 and Aug. 15

Joseph F. McCloskey School of Nursing
450 Washington St., Pottsville, Pa.

LVH-Schuylkill Golf League

9-hole league

Thursdays

Hidden Valley Golf Course

Call **570-739-4455** for details.



Creating a Better Patient and Colleague Experience

Colleagues on our hospital campuses often see opportunities to improve the patient and colleague experience before anyone else. When you share your unique perspective, everyone benefits. That's why leaders throughout the health network are more visible than ever – asking questions, sharing news and getting your thoughts about what's working and what areas need improvement.

COMMUNICATE. LISTEN. RESPOND.

Over the past several months, presidents of our hospital campuses and LVPG communicated important news and listened to what's on your mind during Town Hall meetings. More recently, Kim Jordan, DNP, our Senior Vice President and Chief Nursing Officer, also held Town Halls at LVH–Cedar Crest to reach nursing colleagues. Town Halls are a great way for leaders to share news with you. They're also a way for you to share your challenges.

PRIDE Rounding is another way we're keeping our ear to the ground by talking to colleagues and patients to learn where we are excelling and where we can do better. While rounding at LVH–Cedar Crest, we heard how proud you are of our teamwork, patient care and your fellow colleagues. Patients said they most appreciate the great care they received from LVHN, our nurses and staff.

PUTTING FEEDBACK TO WORK

Leaders are busy using your feedback to resolve issues and respond to your concerns. Here are some of the things we heard during Town Halls and PRIDE Rounding, and what we're doing to make things better:

What's on your mind: Information technology (IT) issues hindering performance at LVH–Hazleton

Response: A series of walk-throughs and meetings were held at LVH–Hazleton to document the IT issues colleagues and providers were having. A plan to resolve the issues, along with a timeline, has

been developed and is currently being implemented.

What's on your mind: Staffing and reductions at LVH–Pocono

Response: There are no planned reductions for LVH–Pocono. Open positions will be evaluated based on the needs of our patients and our community.

What's on your mind: Campus integration at LVH–Schuylkill

Response: Phase II of the integration plan will include maternity and pediatrics moving to LVH–Schuylkill E. Norwegian Street. We also plan to close the ED at LVH–Schuylkill S. Jackson Street. Architectural plans for the new maternity unit are in development, as is a plan to address pediatric beds. We are pursuing a single hospital license with the Pennsylvania Department of Health.

We're working to create a great colleague and patient experience at LVHN. When we keep the lines of communication open and work together to solve problems, we can only get better.



Terry Ann Capuano

About me: My name is Terry Capuano, RN and I am the executive vice president and chief operating officer at Lehigh Valley Health Network (LVHN). I have worked at LVHN for 30 years serving as COO for the last five years. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the network.

We Need Volunteers for Pennsylvania 400

Volunteers are needed to help sell 50/50 raffle tickets throughout the main grandstand during the weekend of Pennsylvania 400 Monster Energy NASCAR Cup Series races at Pocono Raceway July 28-30.

All volunteers will be trained in using a hand-held computer device to complete the raffle ticket sales. The raffle is being conducted by the Mattioli Foundation for the benefit of Lehigh Valley Children's Hospital.

The shifts where volunteers are needed include:

- ▶ July 28, 1-5 p.m. (5 volunteers)
- ▶ July 29, noon-4 p.m. (30 volunteers)
- ▶ July 30, 11a.m.-5:30 p.m. (40 volunteers)

To register, call 888-402-LVHN. Feel free to sign up for more than one shift. Family, friends and children are welcome

to volunteer with you as well. Be prepared to provide your name, guest(s) name(s), phone number and email address that will be used to send your shift confirmation letter.

Volunteers receive free admission to the race the day of their shift, free parking and a free T-shirt to be worn the day of their shift. Additionally, all volunteers can receive free tickets for family and friends. Email Kate.Booth@lvhn.org for family/friend ticket information or any questions related to volunteering.

LVHN is proud to continue our partnership with Pocono Raceway as a sponsor and as the official health care provider for its Monster Energy NASCAR Cup Series races. Our presence at these events is a wonderful collaboration that also benefits our health network.



Bob Roberts of Roberts Signs installs lettering at the information desk at LVH-Schuylkill E. Norwegian Street. Several colleagues suggested the addition would help direct patients and visitors and lend to a better experience for those coming in to the hospital.



Security Officers (l-r, front row) Tom Grady and Bill Russell, (l-r, back row) Director of Public Safety and Security Jack Brobst, and Security Supervisor Gary Major stand with our newly acquired patrol car.

ON PATROL

LVH-Schuylkill's security officers are navigating our campuses with a different set of wheels these days. The department of safety and security added a standard patrol car to its fleet to increase visibility throughout our campuses.

"We were fortunate to be able to get this vehicle from our Allentown colleagues," says John "Jack" Brobst, Director of Public Safety and Security. The vehicle has radios connected with the hospital's communications systems, flashing lights, spotlight and other safety and security devices. It will serve both the security department and our daytime courier service.

"People might be surprised to know just how much mileage we cover with these type of activities," Brobst says. "We are often looking to make sure our officers can travel our campuses, and having enough vehicles is the first step. Although this vehicle is as bit older, it is in good operational condition. We're glad to have it."

Another Sign of Progress

The latest re-branding of Schuylkill Health to LVHN was completed this week with the addition of the Imaging Services-MRI sign at our Mauch Chunk Street facility. In the background, you can see the sign at the entrance to Schuylkill Medical Plaza. Permanent signage for Schuylkill Medical Plaza and Rehabilitation Center-Schuylkill is coming soon.

Next week, signage is scheduled to be installed at the LVPG Family Practice in Pine Grove. Still on the to-do list are new signs at our Orwigsburg facility, Women's Imaging Center and other facilities throughout our area.

If you see an old Schuylkill Health sign that has not yet been converted, please contact the public affairs/marketing department at **570-621-5555**.

