



Words and Actions Matter

People don't go to a hospital to have an experience. Once in our facility, however, it's their overall experience that will bring them back. Plus, these patients will share their experience with friends, family and neighbors who have health care needs.

These were the messages Anthony Ardire, MD, Senior Vice President of Customer Experience at LVHN, shared with LVH–Schuylkill managers, supervisors and senior leaders this week. Ardire visited to provide a refresh to their initial AIDET training.

AIDET is part of our PRIDE behaviors (Privacy, Respect, Involvement, Dignity, Empathy). We use AIDET as we interact with our patients and customers, and their loved ones. With AIDET, all colleagues should:

- ▶ Acknowledge people by name, smile and make eye contact.
- ▶ Introduce yourself, your role and your purpose.
- ▶ Describe the Duration it will take for their needs to be met.
- ▶ Explain in lay terms what to expect.
- ▶ Thank people for trusting us with their care.

"AIDET is a philosophy, a way of conducting one's self to connect with those we serve, both our patients and our colleagues," Ardire says. "It is not meant as a step-by-step checklist, but more of a value system that says a lot about our culture."

PRIDE and AIDET are used to help mold the patient and colleague experience. At LVHN, we define the patient experience as

the sum of all interactions shaped by our culture that influences patients' perceptions. Essentially, perception is reality, and we can influence both.

Patients make decisions about their health care based on an organization's reputation, physician choice, access, facilities and staff. Previous personal experience – and that of a friend or family member – also weighs heavily in the decision.

Communication is often at the heart of a determining a patient's experience. During his presentation, Ardire talked about using key words at key times. Key words can help someone have a good experience ("Can I help you?" "Can I help you find where you are going?") or a bad experience ("That's not my job." "We're too busy.")

The benefits of AIDET are many. This technique builds patient loyalty and satisfaction by reducing anxiety and building trust, which often results in better patient outcomes. When patients trust their caregivers, there is better compliance with care plans, fewer complaints and enhanced safety.

Ardire and LVH–Schuylkill's Executive Council will be developing ways to get AIDET training and implementation into every department. Just as PRIDE behaviors, visibility walls and PRIDE Rounding have quickly become part of the LVH–Schuylkill culture, AIDET also must resonate with every colleague, because giving patients

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.

U.S. NEWS ALSO RANKS LVH AS HIGH PERFORMING IN:

- ▶ Geriatrics
- ▶ Nephrology
- ▶ Neurology and neurosurgery
- ▶ Orthopedics
- ▶ Pulmonology
- ▶ Urology

U.S. News also evaluates hospitals nationwide in nine procedures and conditions. Each hospital is assigned a rating. This year, three LVH hospitals received high-performing ratings. LVH is one of only 48 hospitals to receive a high-performing rating in all nine categories.

LVH HIGH-PERFORMING PROCEDURES AND CONDITIONS

- ▶ Abdominal aortic aneurysm repair
- ▶ Aortic valve surgery
- ▶ Chronic obstructive pulmonary disease (COPD)
- ▶ Colon cancer surgery
- ▶ Heart bypass surgery
- ▶ Heart failure
- ▶ Hip replacement
- ▶ Knee replacement
- ▶ Lung cancer surgery



LVH-MUHLENBERG HIGH-PERFORMING PROCEDURES AND CONDITIONS

- ▶ Chronic obstructive pulmonary disease (COPD)
- ▶ Colon cancer surgery
- ▶ Heart failure

LVH-HAZLETON HIGH-PERFORMING CONDITION

- ▶ Heart failure

CALENDAR OF EVENTS

EMT Training in Schuylkill County

Free Information Session from Lehigh County Community College
Aug. 15
Joseph F. McCloskey School of Nursing
450 Washington Street, Pottsville
LVH-Schuylkill Auxiliary

Hip Replacement Surgery – Anterior Hip

Free Community Lecture
Wednesday, Sept. 17, 6 p.m.
LVHN Rehab Center-Schuylkill
300 Schuylkill Medical Plaza, Pottsville

LVH-Schuylkill Auxiliary Art for a Cause

Benefits breast cancer awareness and support
Thursday, Oct. 18
The Lodge at Sharp Mountain

Helps Us Go From Good to Great

Several months ago, LVH-Schuylkill formed “Good to Great” teams to identify ways to do things smarter and more efficiently at less cost throughout our organization. Teams have been looking at all areas of our operations to identify what opportunities may exist.

Now, the Good to Great Supplies Team wants your ideas about ways we can reduce supply costs through process changes, volume utilization or the type of supplies ordered. Your ideas should not diminish quality of care, but provide overall savings to LVH-Schuylkill. A communication was sent this week to LVH-Schuylkill leadership. You'll soon hear about it in upcoming departmental huddles and meetings.

Good to Great is one way we're working to achieve the Triple Aim and provide better health and better care at a better cost.



Fire Safety Training Scheduled

LVH-Schuylkill's facilities management department has scheduled a fire training in-service program for Tuesday, Aug. 22, in the multipurpose room of the Joseph F. McCloskey School of Nursing on the LVH-Schuylkill S. Jackson Street campus. Programs will be held at 7 a.m. and 10 a.m.

Pottsville Fire Chief Todd March will lead the discussion and provide education, which includes hands-on fire extinguisher training. This in-service meets the mandatory annual training requirement for fire safety. Please make arrangements with your supervisor if you are interested in attending.

Colleague BBQ is a Hit

Jimmy Buffet sang about his **"Cheeseburger in Paradise."** Saturday Night Live had characters calling out "Cheeseburger, Cheeseburger, Cheeseburger." And the McDonald's jingle touted two-all-beef patties, special sauce, lettuce, cheese, pickles onions on a sesame seed bun. LVH-Schuylkill colleagues had all that and more on Thursday at a special BBQ at LVH-Schuylkill E. Norwegian Street.

A second BBQ is planned for Thursday, Aug. 17, at LVH-Schuylkill S. Jackson Street.

"This is just great," says Food and Nutrition Services Cook Rick Smith. Smith's comments were echoed more than 400 times as colleagues walked out to the hospital's rear parking lot. There, they were greeted by hospital supervisors, managers and senior leaders who were grilling and serving the food, and thanking staff for all they do for our patients and community. Colleagues working overnight enjoyed breakfast in the cafeteria Thursday morning at the conclusion of their shifts.

The sun shined and music filled the air as hospital staff, physicians and volunteers enjoyed burgers, hot dogs, grilled corn on the cob, baked beans, and sliced watermelon and cantaloupe. There were games and even a little singing and dancing.

"We are very pleased to bring our team together for this kind of fun, informal event," says Bill Reppy, LVH-Schuylkill President. "We will be doing more of these types of events going forward." A sundae social, holiday meal and other events are being planned for colleagues later this year.



What They Were Saying at the BBQ

"This is a really cool idea."

"Enjoyed having the opportunity to eat outside."

"Everything was just so nice."

"The food was just great."



More Colleague BBQ Photos



LVH-SCHUYLKILL SLEEP DISORDERS CENTER CLOSING

Beginning Aug. 15, patients needing sleep studies will be directed to call 888-402-LVHN (5846). Letters were sent to patients and physicians last week. Patients have been provided

with a list of all LVHN sleep testing sites and diagnostic lab testing for adults and children. Patients who have questions about PAP therapy should call the provider from where their machine came.