

## Terry's Take: Security Measures to Protect Our Patients, Visitors and Colleagues

**Following my recent** Terry's Take on colleague safety, I want to continue the dialogue and update you about what network senior leadership is doing to protect our patients, visitors and colleagues. We're all aware that violence in our society is increasing at an alarming rate, and I think we're realistic that none of us is immune from the unthinkable.

That said, we want to ensure our work environment is as safe as it can be. Many of you have expressed concern that our security officers should have additional resources at their disposal, so I'll start with that issue and expand on what LVHN is doing across the security spectrum.

CEO Council supports providing additional safety resources to Security Officers at our LVHN campuses. I won't provide details because revealing specific actions to be taken could undermine their effectiveness. Also understand there are regulatory guidelines for protecting patient rights set by the Centers for Medicare and Medicaid Services (CMS), The Joint Commission (TJC), and Pennsylvania Department of Health (PA-DOH). We will follow these guidelines and also continue to engage in conversations with these agencies based on our needs.

I want to reassure you there are also measures we are taking to tighten safety and security, including:

- ▶ Conducting emergency preparedness drills and exercises with municipal law enforcement agencies to familiarize officers with our respective campuses;
- ▶ Conducting training for more than 1,000 network colleagues on the signs, symptoms and triggers to help staff proactively identify potentially violent situations and de-escalate those situations;
- ▶ Fourth Quarter TLC Emergency Preparedness training module on emergency safety response in the workplace for all network colleagues;
- ▶ Daily huddles where potential security concerns are addressed and quickly resolved;

- ▶ Daily leadership rounding to assess environmental issues, staff concerns and much more.

We've heard the recommendations from our LVH-Muhlenberg colleagues too during meetings about safety. We are in the process of implementing these suggestions:

- ▶ Visitor registration/daily issuance of badges
- ▶ More frequent security rounding
- ▶ Night shift parking changes

We also are taking other measures following these discussions that, again, I won't be specific about to better ensure they can be effective.

We can all help to make our environment more safe and secure. Quoting from Homeland Security, "if you see something, say something." We need the attentive eyes and situational awareness of all 17,000 LVHN colleagues to ensure that when we see or suspect potential trouble, we take the initiative to contact a supervisor or emergency dispatch. Colleagues on our Hazleton hospital campus should call extension 4299 for emergent and non-emergent security issues; the Health & Wellness Center at Hazleton and LVPG practices should call 911 for emergencies and 4299 for non-emergent security issues.

We want to be prudent and act to implement security measures that serve as a deterrent and at the same time don't overwhelmingly inconvenience our patients, visitors and colleagues. Individuals with criminal intent tend to ignore the most ardent security measures as history has shown. However, it's also our responsibility to ensure that any malicious activity will be met with overwhelming law enforcement and network incident command response committed to ending the threat in short order.

I want to thank all of you for your helpful feedback and genuine concern regarding colleague safety in the workplace. Please trust me when I say again that *Your Safety Means Everything at LVHN*.



*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.



**Crystal Glodek, RN**, Director of Quality and Systems Improvement for the American Heart Association (center), recently presented LVH-Hazleton with the American Heart Association/American Stroke Association's "Get With The Guidelines" Gold Plus awards for heart failure and stroke care. Pictured (l-r): Michael Golden, RN, Vice President of Operations; Anthony Valente, MD, Senior Medical Director; Glodek; Andrea Andrews, Director of Quality and Case Management and John Fletcher, President.

## Leadership Rounds Continue

LOCATION	DATE AND TIME	LEADER
7th floor	July 17 at 9 a.m.	John Fletcher
5th floor	July 25 at 11 a.m.	Anthony Valente, MD
4th floor	July 17 at 2 p.m.	Michael Golden, RN
3rd floor	July 19 at 10 a.m.	Murray Swim
2nd floor	TBD	Michele Konitzer, RN
ED	July 21 at 6:30 a.m.	Melissa Curto

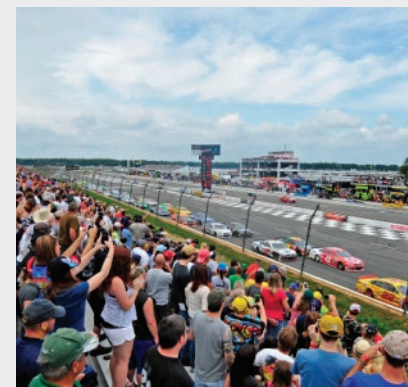
## Attend Lehigh Valley Children's Hospital Kids Day

**All LVHN colleagues** and their children are invited to attend the 10th anniversary of Lehigh Valley Children's Hospital Kids Day at Pocono Raceway on Saturday, July 29, from 9 a.m. to 1 p.m.

Kids Day Activities will be located behind the Grandstands in the Chalet Village area. Activities include face painting, bounce houses, clowns, photo booths, educational/community activities and more. All activities and entertainment are free for children age 12 and under and free for adults with Saturday gate admission for the Pennsylvania 400 NASCAR race events for the day.

Also, volunteers are still needed to help sell 50/50 raffle tickets throughout the main grandstand during the entire weekend of Pennsylvania 400 NASCAR Sprint Cup races at Pocono Raceway July 28-30. To register, call 888-402-LVHN. 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.

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.



## MEDICAL ESSENTIAL FACT SHEETS NOW AVAILABLE

**Library services announces** the availability of Medication Essential Fact Sheets (MEFS), a new patient education resource on medications. The MEFS:

- ▶ Contains more than 2,400 easy-to-read medication handouts
- ▶ Explains reasons for using the medication and possible side effects
- ▶ Provides easy-to-understand education that improves HCAHPS scores
- ▶ Has a subset of fact sheets available in 13 languages

You can find the MEFS by visiting the LVH-Hazleton intranet and clicking on the Library Services page. The MEFS will be listed under the Drug Information section.

## COMMUNITY EVENTS

### Bariatric/Weight-loss Management Information Session

Monday, July 17 • 6-8 p.m.  
Best Western Plus Genetti Hotel, Wilkes room  
77 E. Market St., Wilkes-Barre  
Call **570-501-4LVH** to register or for more information.

### Miller-Keystone Blood Drive

Wednesday, July 19 • noon-5 p.m.  
LVH-Hazleton, first floor lobby conference room  
Register online at [giveapint.org](http://giveapint.org) or call **570-501-4249**.

### Parkinson's Disease Information Session

Guest speaker: J. Gabriel Hou, MD, PhD, LVPG Neurology  
Thursday, July 20 • 6-7 p.m.  
Health & Wellness Center at Hazleton, lower level  
Call **570-501-6717** to register or for more information.



## LVH-Cedar Crest NICU Earns Highest Level Classification

The neonatal intensive care unit (NICU) at Lehigh Valley Children's Hospital at Lehigh Valley Hospital-Cedar Crest was reclassified recently as a level IV unit, according to standards set by the American Academy of Pediatrics (AAP).

"Our NICU is the only unit in the Lehigh Valley that meets the standards for the most advanced NICUs set by the American Academy of Pediatrics' Committee on Fetus and Newborn," says J. Nathan Hagstrom, MD, Chair of Pediatrics at LVHN.

AAP level IV classification reflects a facility's ability to provide immediate, on-site pediatric surgery, pediatric anesthesia and pediatric medical specialists for complex and congenital conditions, in addition to the services of a level III unit.

"We care for the tiniest and most fragile infants, as well as provide surgical repair of complex congenital or acquired conditions," Hagstrom says. "Our experienced pediatric surgeons, pediatric surgical subspecialists, and pediatric medical specialists are available to our patients 24 hours a day, seven days a week. No other hospital or health network in the region provides care this advanced or qualifies for level IV status."

Established in 2000, the NICU at LVH-Cedar Crest has grown from 18 beds to 40 beds and treats 650 premature or critically ill newborns each year. The unit had been classified as level III by providing specialty care for large volumes of infants born at less than 32 weeks gestation, or with complex medical or surgical needs.

The health network also operates a level III NICU at LVH-Pocono and a level II NICU at LVH-Muhlenberg. Both units have urgent access to the medical and surgical subspecialists, as well as the neonatologists at LVH-Cedar Crest via the neonatal transport team.



**Pink Heals** is a national program that partners with public safety, local businesses and families in support of women and their battles against cancer and other illnesses. The partners, usually dressed in pink and driving a pink vehicle, visit those in need around the country to show individuals that they are loved, cherished and important to others. The Pink Heals firetruck tour made a stop at LVH-Hazleton this week to surprise cancer survivor Mary Wydock, emergency services. Mary is pictured writing her message of support on the firetruck.



**Martin Walko, MD**, LVPG Surgery-Hazleton, presented "Gut Check 101" at a recent LVH-Hazleton Senior Choice Lunch and Learn at Genetti's Catering in Hazleton. Over 200 members were in attendance.



LVH-Hazleton colleagues volunteered their time to support those who attend the Hazleton Salvation Army's food and nutrition program. The volunteers served lunch to 75 individuals.



## Giving Blood Has Health Benefits!

**We all know that** donating blood can save lives, but did you know that blood donation is good for your health as well? It reduces the amount of iron in the body and reduces the risk of heart disease. According to studies published in the American Journal of Epidemiology, blood donors are 88 percent less likely to suffer a heart attack. When you give blood, iron is removed from your system, which can significantly cut the risk of heart disease.

Blood donation also has been shown to lower the risk of cancer. Consistent blood donation is associated with lowered risks for cancers including liver, lung, colon, stomach and throat cancers. Who wouldn't like to lower their risk of cancer if given the opportunity?

Consider these additional advantages of donating blood, and sign up today for the Miller-Keystone Blood Drive at LVH-Hazleton on July 19. When you sign up online at [giveapint.org/LVHN](http://giveapint.org/LVHN) you save time and are rewarded by earning points for each donation you make through the LifeSaver Rewards Program. These points can be redeemed for a variety of gifts at the online shop. You also may call Lisa Marie Halecky, community relations, at extension 4249 to reserve a donation time.



## LVHN Facilities and Construction Department Honored for Recent Building Initiatives

**LVHN's facilities and construction department** is being honored by Healthcare Design magazine for building initiatives over the past year.

LVHN will be featured in the magazine's upcoming fifth annual HCD 10 edition, which honors industry standouts for contributions to health care over the previous 12 months. LVHN won the "Outstanding Organization" category for efforts surrounding the construction of the Health Center at Easton, the Health Center at Palmer Township, as well as the Family Health Pavilion at LVH-Muhlenberg. LVHN was also cited for its contributions to the revitalization of center city Allentown and our Street Medicine program, which serves the health needs of the area's homeless population.

"When you reflect back on all that has been accomplished this year, what we've been able to achieve is remarkable," says Terry Capuano, LVHN Executive Vice President and Chief Operating Officer. "The hard work and dedication of Brian Hardner, Jennifer Fink, Marc Breidenbach and everyone in facilities and construction to create a superb experience for patients was ever present in the many projects that have been completed. They are all most deserving of this honor."

According to magazine editors, the award is "based on recent efforts including building community health centers that support population health management initiatives, engaging providers in design to determine models of care and design standards, considering local revitalization and redevelopment in organizational building plans, creating an innovation center and department of community health to improve delivery methods, and partnering with community organizations to ensure master plans not only consider roadmaps for LVHN's development but how those plans can address community needs as well."

LVHN was nominated for the award by ERDMAN, the health care architecture and design firm that partnered with the health network on the Family Health Pavilion project. The HCD 10 edition of the magazine will be released in September.



# LVHN Earns Three ‘Most Wired’ Awards



**Implementing technological innovation** to advance patient care is the primary reason LVHN earned three awards for the “Most Wired” hospitals in the U.S. for 2017 by Hospitals and Health Networks (H&HN) magazine, a publication of the American Hospital Association. This recognition follows LVHN achieving a Stage 7 Healthcare Information and Management Systems Society (HIMSS) Analytics designation, the highest level of electronic medical record (EMR) adoption, in May.

It's the 12th consecutive year and the 13th time since 2003 that LVHN has made the top 100 Most Wired hospitals list. In the 2017 H&HN award cycle, LVHN earned the following honors:

- ▶ Most Wired–Advanced, for meeting the advanced criteria in all areas of the Most Wired survey
- ▶ Most Wired–Innovator Award, for the electronic health record-supported daily hospital huddle
- ▶ Most Wired–Most Improved, for technological advancement at LVH–Pocono

To earn these awards, LVHN achieved high marks on a survey that examines how organizations leverage information technology to improve performance for value-based health care in the areas of infrastructure, clinical integration, quality and safety, and business and administrative management.

The MyLVHN patient portal is a critical part of the Epic EMR system, which LVHN implemented in 2015. More than 165,000 patients make use of MyLVHN, which allows patients to view their personal health information, share secure messages with their clinical providers, schedule appointments, renew prescriptions and pay their bills. Additional innovations in the patient portal include implementation of eVisits (a secure electronic clinical visit) and video visits (two-way video encounters between patients and LVHN clinical providers).

Two key elements of LVHN's approach to deliver telehealth encounters include:

- ▶ Only LVHN clinical providers support video visit encounters
- ▶ Both the clinical provider and patient make use of the patient's clinical record that is part of the LVHN Epic EMR system.

LVHN is unique in this region when it comes to offering telehealth encounters with this approach.

“LVHN is proud to be one of the few organizations to be recognized with three Most Wired awards in 2017,” says Michael Minear, Senior Vice President and Chief Information Officer at LVHN.