I Hear You: Bullying has No Place at LVHN

My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. I am launching my new blog today because LVHN cares about you and your experience working here. My goal is to use this forum to support you, listen to you, address your concerns and inform you about resources that can enhance your life at LVHN.

We’re going to talk about the good days, the great days and the challenging days. Today has been a challenging day. I’ve heard your concerns about a bullying incident that was made public on social media. Colleagues are concerned this incident doesn’t reflect the culture we’ve created here at LVHN. I’m concerned too.

It’s important for you to know that we have a zero tolerance policy for bullying and harassing behavior. At LVHN, we aim to create a safe and welcoming environment for our patients, colleagues and community members. We take any situation that violates these policies very seriously, and we investigate and address them in a timely and appropriate manner.

If you’re having a relationship problem with another colleague, here are some things you can do:

- **Alert your manager, supervisor or human resources employee representative.** Make a formal complaint with your department or unit leadership or reach out to Human Resources for assistance. We will support you.
- **Stand up to the harasser.** Be assertive and professional. Tell your colleague the action or remark is unacceptable and must stop.
- **Make an appointment with Preferred EAP.** A professional counselor at Preferred EAP can provide coaching to help you deal with personal or professional challenges.

- **Take advantage of LVHN’s professional development opportunities.** Sign up for our free Crucial Conversations program or request information on our Lateral Violence program, which can help you develop the skills to deal with bullying and harassing behaviors.

**COMPASSION AND RESPECT**

Working in health care is both rewarding and challenging. We have good days and tough ones. But even when our challenges are great, we need to support each other, respect differences, and treat each other with compassion and dignity. That’s the LVHN culture.

Working with people from different backgrounds, skills and life experience is an opportunity to grow. When we mentor those who are struggling, we create a stronger health network that has the emotional, physical and professional capacity to heal, comfort and care for our community.

**LIVING BY PRIDE**

LVHN is an exceptional organization for many reasons. We live by the principals of PRIDE (privacy, respect, involvement, dignity and empathy). I promise to treat all of you with PRIDE and LVHN expects the same from each and every one of our more than 17,000 colleagues.

I love working for LVHN and spending my days making this health network a great place to work. I hope you will follow my blog and share the issues most important to you. At LVHN, we call each other colleagues for a reason. All of us play a valuable role in the care experience. When we work together and treat each other with PRIDE, we can accomplish anything.

**About me:** My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.
The Day My Email Exploded

I am out of town at the 2017 ANCC National Magnet Conference®, but it’s important that you know I am not out of touch. In fact, my email has been exploding since yesterday when a post surfaced on social media, alleging that a new LVHN nurse was bullied by another colleague (or other colleagues).

LVHN is continuing to investigate this, but let me get to the heart of my message: Bullying, harassment, intimidation or any other mistreatment of colleagues is NEVER OK and does not represent LVHN’s culture. More specifically: These behaviors are not acceptable parts of our nursing culture. Not in the Lehigh Valley. Not in Pottsville, Hazleton, East Stroudsburg or any other LVHN location.

Any type of bullying behavior, and what it represents, is offensive to me. The old adage, “Nurses eat their young,” ends here.

YOU AGREE: THIS IS NOT US

I tend to get quite a few emails, but this topic hit a nerve. Many colleagues who sent emails wanted to make sure I knew about the post; however, many included powerful messages that uplifted me and should uplift you too:

▶ “This is not who we are!”
▶ “This does not represent nursing at LVHN.”
▶ “Be responsible for the positive environment you wish to work in and accept nothing less!!!”
▶ “Remember silence denotes agreement – if you see bad behavior address it and seek help.”

While I may not have a chance to reply to every email that I received about this topic, please know that I read every single one. I must admit that at first, I was confused. Then upset. But after reading messages that said “this is not us,” I felt better and more resolved than ever that with your partnership, we will ensure LVHN is a positive place to work.

People also have asked me, “What can I do?” My advice is this: Support each other at work. Look out for each other and be present for each other.

YOU ARE LVHN

Nursing is challenging and demanding work, as much as it is rewarding. All of us can help make every day positive in some regard:

▶ New colleagues – Seek support and offer thanks.
▶ Seasoned colleagues – Share your knowledge, tips and techniques.
▶ Reminder – Resentment and bullying have no place in nursing or anywhere else in health care.

Regularly, I see and hear about the good – the great – that each of you bring to patients. It’s the reason you got into this career – you can make an important, oftentimes life-changing, difference to another human being. When you support your colleagues, it helps each of them bring “the great” to their patients. It’s a circle of care that builds momentum: you are satisfied, your colleagues are satisfied, and most importantly, your patients are satisfied. You are what makes LVHN great. Never forget that.

Thank you for bringing “the great” to work and to each other. And please keep in touch. My email is always open to you (Marie.Jordan@lvhn.org), or if you see me on rounds, be sure to introduce yourself and let me know what’s on your mind.

–Kim

About me: My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.
CALENDAR OF EVENTS

Breast Cancer Awareness Event & Auction
Wednesday, October 18
LVH–Schuylkill Auxiliary
Art for a Cause
Featuring the work of Dr. Abdul Wahhab
The Lodge at Sharp Mountain

Open House
Joseph F. McCloskey School of Nursing
Thursday, October 19, 6 – 8 pm
450 Washington Street
Pottsville, Pa

AYCE Spaghetti Dinner
Saturday, October 21, Noon – 6 pm
Schaeffer Harley-Davidson, Orwigsburg, Pa.
Benefits Gentle Yoga for cancer patients
and their caregivers
Look for flyers with details

LVH–Schuylkill Auxiliary
Basket Auction
Tuesday, October 31
Wednesday, November 1
Wall Auditorium

United Way Annual Campaign
Through November 10

New Surgeon Joins LVPG

Lehigh Valley Physician Group–Schuylkill is pleased to welcome general surgeon Blake Stewart, DO, to a new medical practice in Pottsville. Stewart begins his practice at LVPG General Surgery–Pottsville, 200 Schuylkill Medical Plaza, Suite 206, Pottsville, Pa., on Monday. New patients are now being accepted at 570-621-5630.

He earned his medical degree from Lake Erie College of Osteopathic Medicine, Bradenton, Fla., and recently completed a general surgery residency at Geisinger Wyoming Valley Medical Center, Wilkes Barre, Pa. He completed his undergraduate studies at University of Maryland, College Park, Md.

Stewart is a member of the American College of Osteopathic Surgeons and the American Osteopathic Association. He’s given numerous advanced-level presentations and has been published in several health care journals. He is certified in advanced trauma life support, advanced cardiovascular life support and pediatric advanced life support.

United Way Effort Now underway

LVH–Schuylkill colleagues have already begun their support of our local United Way and their annual campaign. Pledge cards were distributed with this week’s paychecks with hopes that all colleagues will consider contributing to this organization that funds 14 different community organizations. Already, returns have been coming in. We thank you for supporting the United Way.

To donate, complete your pledge card and return it to your supervisor, to Debbie Kelly in our Finance Department or to Public Affairs. A payroll deduction is available. Direct contributions can be made as well. Checks should be made out to “Schuylkill United Way.”

PRIZES FOR THIS YEAR’S CAMPAIGN INCLUDE:

➤ $500 iPad courtesy of Sapa Extrusion
➤ 4 $1,000 gift cards from Boyer’s Food Markets, Inc.
➤ $500 Weber Gas Grill courtesy of Hadesty Ace Hardware
➤ $1,600 vacation package from AAA
➤ Grand Prize: $17,000 value – all new 2018 Volkswagen Jetta courtesy of J. Bertolet Volkswagen.

Make sure to complete all pledge cards to be eligible for the prize drawings. Our campaign ends the first week of November. You can learn more about the member agencies of the United Way or watch this year’s United Way video by visiting schuylkillunitedway.org.
Auxiliary Hosts
Annual Basket Auction

The Auxiliary of Lehigh Valley Hospital–Schuylkill’s annual Basket Auction has evolved into one of the most popular events at our hospitals. This year, the auxiliary has extended the event over three days – Monday, Oct. 30, from 3 p.m. to 8 p.m.; Tuesday, Oct. 31, from 6 a.m. to 8 p.m. and Wednesday, Nov. 1, from 6 a.m. to 3 p.m. in Wall Auditorium at LVH–Schuylkill E. Norwegian Street. Numbers will be pulled at 3 p.m. on Nov. 1.

“Our employees really enjoy this event,” says auxiliary liaison Mary Bardell. “We have many departments and individuals who donate themed baskets. We thank them for their support. We added the additional day because our colleagues asked if we would consider extending the event.”

Proceeds from the basket auction benefit the purchase of cardiology equipment at LVH–Schuylkill. The auxiliary is selling bidding tickets in the gift shops, as well as in the cafeteria on selected days. Tickets are $4 or three for $10.

Already, baskets such as lottery tickets, cash, Halloween-related items, camping items and others are being donated. Departments or individuals interested in donating a basket, please contact Fran Mickey at extension 5050 or frances.brahlermickey@lvhn.org, or Kay Anne Barber at extension 4010 or kathryn.barber@lvhn.org.

From the School of Nursing Library
LVHN Library Services is happy to announce that DynaMed has been upgraded to DynaMed Plus.

DynaMed Plus

DYNAmed PLUS HAS INFORMATION:
¬ Upgraded 24/7/365 by world class physicians
¬ Contains overviews and evidence-based recommendations with supporting references
¬ Graphics and images
¬ Expert reviews
¬ Precise searching

AND MUCH MORE INCLUDING:
¬ FREE CE credit
¬ Mobile and remote access

TO FIND DYNAmed PLUS AT THE LVH-SCHUYLKILL CAMPUS:
¬ From the LVH-S Intranet homepage, use the LVHN LIBRARY, SERVICES/PATIENT ED link then click on DynaMed Plus

Community Engagement

LVH–Schuylkill’s Counseling Center joined with other community organizations as part of Schuylkill County’s observance of National Recovery Month. Almost 400 community residents attended the recent event at Pottsville’s Martz Hall, where they obtained information about treatment resources available here in Schuylkill County.

This week, LVH–Schuylkill President Bill Reppy addressed the Business Executive Forum of the Schuylkill Chamber of Commerce during the Schuylkill County Commissioners State-of-the-County event. This was also the first community group Reppy met last year, shortly after our merger. LVH–Schuylkill sponsored this community event.
The staff of the our Family Birth and Newborn Center honored the OB-Gyn PA, Amanda Fisher for PA week with a gift basket. It is National Physician Assistant (PA) week Oct 6-12th so the staff celebrated with our PA for all she does to help the OB and Gyn patients as well as colleagues. Congratulations to Fisher and all Physician Assistants.

The event promotes awareness about the importance of early detection and regular checkups, and also offers social networking and fun.

Tickets are still available and can be purchased by contacting LVH–Schuylkill Auxiliary liason Mary Bardell at 570-621-4242 or mary.bardell@lvhn.org. Tickets are $35 in advance or $40 at the door. Included in the price are hors d’oeuvres and dessert stations. A cash bar is also available.

Attendees will be welcomed to the sounds of Kim Russell Seibert and her KRJ Trio. The featured speaker will be LVHN general surgeon Kristina Thornburg, DO, who will talk about “Awareness as the Key to the Cure.” The program will quickly turn over to retired LVH–Schuylkill Clinical diabetes educator Ruby Paris, who will preside over the Wahhab Auction. The Auxiliary will accept cash and checks as well as Visa, Mastercard, Discover and American Express credit cards. Proceeds provide breast cancer awareness and support to the women of Schuylkill County.

You can catch a preview of Wahhab’s work by visiting LVHN.org/artforacause.

WE WELCOME THESE NEW COLLEAGUES

Jennifer Hebeika
Kelly Suchy
Dr. Joseph Russino
Dr. Blake Stewart

All that’s left is to move 103 original works of art from retired surgeon Abduhl Wahhab’s home to the Lodge at Sharp Mountain before the LVH–Schuylkill Auxiliary hosts its annual Breast Cancer Awareness evening, Wednesday, October 18, at 6 p.m.