

Roberts Named Vice President of Patient Care Services; Managers Promoted

Lehigh Valley Hospital (LVH)–Hazleton President John Fletcher is pleased to announce the promotion of Michele (Konitzer) Roberts to Vice President of Patient Care Services. Roberts began her career at LVH–Hazleton in September 2012 as Director of Surgical Services. In October 2015, she was named Administrator of Patient Care Services. As Administrator of Patient Care Services, Roberts has proven to be a valuable leader in our organization overseeing the management of patient care. She was instrumental in initiating the integration of patient care services with the health network, including the integration of nursing policies and procedures, and has taken a lead role in directing the implementation of initiatives designed to provide exceptional experiences for our patients. Roberts will continue to oversee the management of the inpatient nursing units, surgical services and emergency services, while at the same time collaborating with health network colleagues to continue integrating services.



Michele (Konitzer) Roberts

In addition, Fletcher announced the promotion of several managers to director positions. These promotions accurately recognize the scope of responsibilities of these individuals within our organization, as well as their outstanding nursing leadership. The following promotions are effective immediately:

- ▶ Mary (Marfy) Yanac, RN - Director, Family and Newborn Center
- ▶ Charles (Chuck) Grove, RN – Director, Critical Care
- ▶ Joseph Hull, RN – Director, Emergency Services/MS4
- ▶ Lois Hertzog, RN – Director, Telemetry
- ▶ Diane Bissol, RN – Director, Pediatrics/MS7
- ▶ Carmella (Cammy) Ruby, RN – Director, Surgical Services

Please congratulate these leaders on their professional achievements.



Marfy Yanac, RN

Chuck Grove, RN

Joseph Hull, RN

Lois Hertzog, RN

Diane Bissol, RN

Cammy Ruby, RN

Leadership Rounds Continue

LOCATION	DATE AND TIME	LEADER
7th floor	Aug. 2 at 6 a.m.	John Fletcher
5th floor	Aug. 1 at 6 a.m.	Anthony Valente, MD
4th floor	Aug. 1 at 6 a.m.	Michael Golden, RN
3rd floor	Aug. 1 at 6:30 a.m.	Murray Swim
2nd floor	Aug. 3 at 6 a.m.	Michele (Konitzer) Roberts, RN
ED	Aug. 1 at 11 a.m.	Melissa Curto



Back to School Immunization Reminder

Did you know: Students who don't have all required immunizations for the coming school year will have just five days to begin them or risk exclusion from school?

To help ensure your children are ready for school with all the right immunizations, LVPG–Hazleton will be holding four walk-in clinics for established patients this summer. The new Pennsylvania Department of Health school immunization requirements affect students attending school during the 2017-18 academic year.

According to the requirements, all children grades K–12 must receive (or have already received):

- ▶ 4 doses of tetanus, diphtheria and acellular pertussis (DTaP, DTP, DT or Td)
- ▶ 4 doses of polio
- ▶ 2 doses of measles, mumps and rubella
- ▶ 3 doses of hepatitis B
- ▶ 2 doses of varicella (chickenpox) or evidence of immunity

Additional requirements apply to grades 7–12:

- ▶ 2 doses of meningococcal conjugate vaccine (first dose 11 to 15 years, second dose age 16)
- ▶ 1 dose of tetanus, diphtheria and acellular pertussis (Tdap)

All children must have at least one dose of the above vaccinations or risk exclusion from school. Unlike previous years, there is no “provisional period” for children to be admitted to school. Children must have at least one dose of a multidose vaccine at school entry or a single dose of a one-time vaccine.

If your child is behind on immunizations, you will need a medical certificate stating the schedule for any remaining doses. Your child can attend school while waiting for the next immunization.

Immunizations will be provided at the following LVPG clinics. Please register in advance by calling **570-501-4LVH**. Insurance cards are required for billing purposes.

▶ **Aug. 1 and 8, 8 a.m.-4:30 p.m.**

LVPG Pediatrics–Brookhill Plaza
Brookhill Plaza
642 Brookhill Square (Route 93)
Conyngham, Pa.

▶ **Aug. 2 and 9, 8 a.m.-4:30 p.m.**

LVPG Pediatrics–Hazleton
Shopping Center
Hazleton Shopping Center
564 W. Broad St.
Hazleton, Pa.

▶ **Aug. 2 and 9, 8 a.m.-4:30 p.m.**

LVPG Family Medicine–Mountain Top
Health Center at Mountain Top
237 South Mountain Blvd.
Mountain Top, Pa.

For more information about the immunization requirements in Pennsylvania visit dontwaitvaccinate.pa.gov.

Call **570-501-4LVH (4584)** for more specific details and information about the Northeast Pennsylvania clinics sponsored by LVHN.

NEW CALL CENTER PHONE SYSTEM ENHANCES PATIENT EXPERIENCE

The LVH–Hazleton call centers for outpatient testing and provider appointment scheduling continue to improve patient access to care. The new AVAYA phone system went live on July 26 and is designed to improve the overall patient scheduling experience by offering the following:

- ▶ Recording of all calls for quality assurance
- ▶ Tracking of all incoming and outgoing calls, including hang-up calls without scheduling
- ▶ Giving a customer the option to leave a message versus being on hold if all representatives are busy servicing other customers. A call center representative will call back if a message is left.
- ▶ Patients can select English or Spanish and be connected to a call center representative who can efficiently assist them without language barriers.
- ▶ Calls are routed to the next available representative, decreasing incidences of lost calls or long on-hold times.

Enhancing the caller's experience is one of the Hazleton Call Centers' fiscal year 2018 goals. To best serve you and your patients, please call **570-501-4LVH (4584)** to schedule an appointment with an LVPG–Hazleton provider and **570-501-4624** to schedule outpatient diagnostic tests.

COLLEAGUE FUN!



Nothing's better on a beautiful summer day than ice cream sundaes. It's our management's team way of saying thank you to colleagues for their commitment and hard work each and every day.



Colleagues began lining up mid morning on July 22 to register at LVH-Hazleton's annual colleague picnic at Knoebels Amusement Resort. It is always a fun day for colleagues to spend time outside of work with other colleagues and their families.

Nuclear Medicine Services Now Offered at Health & Wellness Center at Hazleton

Imaging performance efficiency coupled with high quality visuals enables clinicians to provide patients with superior evaluation and diagnosis. The GE Optima NM/CT 640 scanner, part of the new nuclear medicine suite inside the imaging department at the Health & Wellness Center at Hazleton, provides just that with hybrid imaging that integrates the latest generation general purpose camera with a newly developed four-slice CT.

In addition to high quality diagnostic images, patients can feel safe with its low radiation dose and short exam times. The camera technology includes "half-time scanning," which perform studies in half the time it would take to perform on other cameras. This is a great advantage to all patients, but especially those that have issues with their back. They don't need to lay as long for the test, so their comfort level is much higher. Also, the opening of the scanner is larger to enhance the experience for claustrophobic patients.

Approximately 1,500 nuclear medicine studies are performed annually at LVH-Hazleton. This new site for outpatient studies provides patients with convenience, reduced wait times and a great patient experience. It also will reduce the number of outpatient nuclear medicine tests at the hospital campus, allowing greater access to inpatients for diagnostic testing.

Your PRIDE is Showing

The following compliment was given by a patient who came to the hospital for an outpatient MRI:

"The young man named David Leibig (radiology tech) was very concerned about meeting all the requirements needed to be safe and making sure my test was performed according to all safety requirements. A great young man! Initially, I was met by an aide named Jane Krieger, radiology clerk, who was very concerned and happy to show me the way to the hospital's basement floor (where the MRI tests are performed). Afterward, she took me back to the first floor and even insisted in walking me all the way to my car. She was very sweet! She deserves accolades!"