

## 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 LVHN 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

## Help Honor and Support our Veterans

### LVH-Hazleton's Veterans Health Initiative Committee (VHIC) is planning a Veterans and Family Health Fair

for Saturday, Oct. 14, from 9 a.m. until 2 p.m. at the Health & Wellness Center at Hazleton. Event details will be provided at a later date, but here are two ways you can help make the event a success:

- ★ The committee is asking colleagues who are veterans or have family members who are veterans to submit a military photo that will be displayed at the event. Photos can be sent to Lisa Marie Halecky, community relations, third floor, Business & Education Center. Make sure your name is on the back of the photo so it can be returned to you. You also can email photos to lisamarie\_e.halecky@lvhn.org with "VeteranPHOTO" in the subject line.
  - ★ The VHIC also is asking for gift basket donations to be awarded to veterans at the event. Baskets can be donated as a team or individually, and cannot include alcohol. For more information, contact Jon Morell, materials management, at ext. 4008. Gift baskets can be dropped off in the materials management department.
- Thank you in advance for your support of our local veterans and their families.

## Your PRIDE is Showing

### This compliment was submitted online from a patient's family who wants to acknowledge a nurse on the fifth floor.

"My mother-in-law is 94 years old, and we were very concerned and worried about her when she was admitted. Shirley (Matrone) would come into the room and answer all the questions and concerns we had every time we went to visit. We called the hospital a few times to see how Mom was doing and asked for Shirley. She called us back every time and told us how she was doing. We were concerned with the doctors that were involved with her and what testing or procedures they did. Shirley explained every test and procedure, and told us the names of the doctors that came to see her. It made us feel real good that we had a dedicated nurse taking good care of her and keeping us informed. Shirley even got Mom to smile, something she does not do often. Shirley is an asset to your hospital. Her professionalism as a nurse is paramount. She knows her job and understands the responsibilities and concerns that are integral to the nursing profession."

# Service Star Award Program Expands to Include All Colleagues

The **Service Star Award** has been part of the LVHN culture for decades. It's an honor cherished by all colleagues who have received the award in recognition of the exceptional service they give to patients, families and colleagues.



As LVHN merged with other organizations and continues to grow, the number of colleagues who are deserving of a Service Star Award also is growing. To give more colleagues across the health network the rewards and recognition they deserve, we're expanding the Service Star Award program beginning in August. The expansion of the program includes the introduction of a new award called the PRIDE Award, which will be awarded monthly to a colleague or team at each of LVHN's nine main entities.

Here is how the expanded award program works at Hazleton:

- ▶ Colleagues can nominate a fellow colleague(s) for a Service Star Award by downloading an application from the LVH-Hazleton intranet under "Forms."
- ▶ A committee at each of the locations reviews the nominations, and one PRIDE Award recipient is selected each month at each of these LVHN locations:
  - ★ LVH-Cedar Crest
  - ★ LVH-Pocono
  - ★ LVH-Muhlenberg
  - ★ LVPG
  - ★ LVH-17th Street
  - ★ LVHN-Mack Boulevard
  - ★ LVH-Hazleton
  - ★ LVHN-One City Center
  - ★ LVH-Schuylkill

- ▶ Every PRIDE Award recipient will be a candidate for their entity's Service Star Award.
- ▶ Once a year, on a rotating schedule, one Service Star Award recipient will be named at each entity. The recipient will be selected from the entity's PRIDE Award recipients of the past year. This recipient will be chosen by LVHN's Corporate Reward and Recognition Committee.
- ▶ Service Star Award recipients will be announced on a rotating schedule during Leader to Leader meetings.

## HERE'S HOW AWARD RECIPIENTS WILL BE RECOGNIZED:

**Service Star Award recipients** will be recognized live during a Leader to Leader meeting. They will receive a "gold star" paperweight with their name and department engraved on it and a framed certificate and a poster containing their photo and story. The recipient's leader will plan a department celebration. The recipient's photo and story will be featured in LVHN Weekly-Hazleton.

**PRIDE Award recipients** will receive a certificate and special PRIDE badge holder and pin. The recipient's leader and colleagues can choose to recognize the recipient any way they choose.

So, nominate a colleague today and start giving colleagues the rewards and recognition they deserve.

## Leadership Rounds Continue

LOCATION	DATE AND TIME	LEADER
6th floor	Aug. 17 at 4 p.m.	Anthony Valente, MD
5th floor	Aug. 17 at 6 a.m.	Michael Golden, RN
4th floor	Aug. 17 at 4 p.m.	Michele Roberts, RN
3rd floor	Aug. 15 at 1:30 p.m.	Melissa Curto
2nd floor	Aug. 15 at 3:30 p.m.	Murray Swim
ED	TBD	John Fletcher

## THIRD QUARTER MANDATORY EDUCATION BUNDLE

The **third quarter mandatory education bundle** must be completed by Sept. 30, 2017. To access it, visit the LVH-Hazleton intranet and click the "Annual Mandatory Education" link. For assistance, contact your manager or the education department at extension 4326 or 4906.

## Welcome New Colleagues

### Welcome these colleagues to the LVHN family.

**Miranda Holland**, medical assistant, LVPG Hematology Oncology-Airport Beltway

**Valerie Lencovich**, medical secretary/receptionist, LVPG Family Medicine-Mountain Top

**Lisa Lewis**, Patient Access Center representative

**Tracey Potoskie, LPN**, LVPG Internal Medicine-Alliance Drive

**George Puhak**, housekeeping aide, environmental services

**Megan Rutkoski**, medical assistant, LVPG Hematology Oncology-Airport Beltway

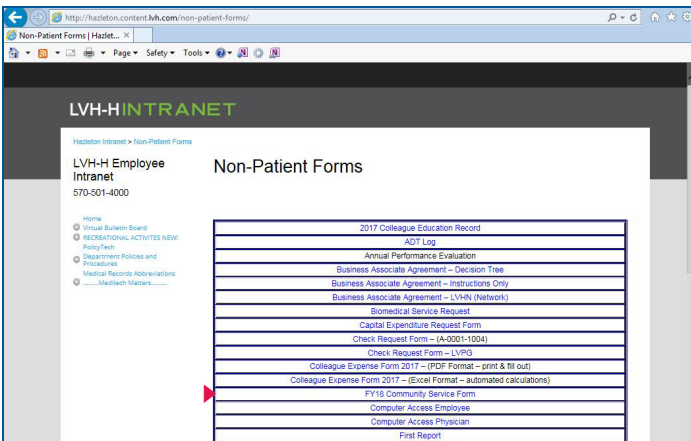


## Back to School Health Fair

The second annual **Back to School Health Fair** will be held at the Health Center at Mountain Top on Thursday, Aug. 17, from 4-7 p.m. The dinosaur-themed event is for children and their parents in the Mountain Top community. The fair will include:

- ▶ Health screenings
- ▶ Information on leading a healthy lifestyle
- ▶ Activities
- ▶ A chance to meet local first responders
- ▶ Dunk tank
- ▶ Child ID kit
- ▶ Proper hand-washing techniques
- ▶ Face painting
- ▶ Popcorn, snow cones and hot dogs

If you would like to volunteer by manning one of the tables or sitting in the dunk tank, please call Catherine Pahler at **570-579-6027**.



## FY18 Community Service Forms Available on Intranet

**Are you a colleague who participates** in health fairs and community events, serves on a community organization board, or provides any type of community service? If so, you should complete a Community Service Projects form to help us document all the ways we heal, comfort and care. The FY18 form is for service performed from July 1, 2017, to June 30, 2018. Find it on the intranet under forms. All community service performed prior to July 1, 2017, should be documented on the FY17 form and sent to Lisa Marie Halecky, community relations, no later than Aug. 15.

## Colleague Community Engagement

The **Gunderson Center for Inpatient Rehabilitation** recently held its annual stroke support group picnic at LVH-Hazleton. In addition to the picnic, the group viewed a video from Therapy Dog International and had a visit from three local therapy dogs. Pictured (l-r) are five-month-old Bruno, Gunderson Center Clinical Liaison Lynn Koch and her dog Kylie, and three-year-old Lexi.

