

New Goals for Fiscal Year 2018 (FY18)

Each fiscal year LVHN sets goals to help us focus on things we must do to further our mission. Departments align their goals with health network goals and track their progress on their visibility wall. Here are details about our new goals, which are again based on the Triple Aim.

BETTER HEALTH

► **Low mortality.** We've done great work to decrease our mortality index (ratio of actual deaths to expected deaths in our hospitals). We're now among the nation's best hospitals. This year, we'll work to maintain our success.

► Decrease catheter associated urinary tract infections

To achieve this goal, which is a focus of many hospitals nationwide, physician and nursing colleagues are collaborating regularly to discuss the care of patients with urinary catheters.

► **Improve diabetes control.** In the outpatient setting, we'll focus our efforts on the ideal management and care for patients with diabetes, creating a model for how teams of colleagues will approach ambulatory care pathways moving forward.

► **Improve breast cancer screening.** Although many patients are screened, we still have opportunity for improvement. This goal aligns departments across LVHN and heightens our focus on enhancing patient convenience and access to screening.

BETTER CARE

► **Provide an exceptional inpatient experience.** We'll continue to drive improvements in HCAHPS scores.

► **Enhance appointment scheduling.** Access Center representatives in the Lehigh Valley are asking callers who want to schedule an appointment if they would answer two questions.



We'll use this graph to track our progress throughout FY18.

Using data from this baseline survey, the Access Center will work on enhancing the appointment scheduling experience through the end of FY18.

- **Implement scheduling phone system and decrease abandon rate.** This goal is applicable to LVH-Hazleton and LVH-Schuylkill, where we'll work to quickly answer Call Center phone calls.
- **Provide an exceptional outpatient experience.** We'll continue to drive improvements in Press Ganey scores.
- **Standardize care, improve efficiency and improve outcomes.** We'll build on the work we've done with common procedures such as joint replacements, low-risk pregnancy delivery and others, and develop new pathways in other care areas.

BETTER COST

► **Optimize cost per patient encounter.** Our target goal is to keep costs 0.2 percent below the budgeted amount.



Terry's Take: The Wellness Journey

Working in health care requires a lot of energy to stay physically present and mentally focused. Days are busy, challenging and often long. Over the years, I've discovered that keeping up with my demanding schedule requires one more item on my to-do list – exercise.

Several days a week I get up before dawn for my LVHN Fitness workout. Those early morning sessions on the treadmill, elliptical or in a class make a big difference in my day.

When I can't find time for a regular workout, I don't feel good. That self-awareness helps me stick to my fitness routine.

Making time for fitness makes a big difference in my life. Chances are it can make a difference in yours too. That's why the health network is offering free membership for all our colleagues to LVHN Fitness and the Fitness Center at the Health & Wellness Center at Hazleton.

I've made exercise a part of my life for as long as I can remember. It gives me energy, reduces stress, keeps me strong and is good for my bone health. Some days if I can't get to the gym, I walk with a friend instead. That long walk is good for my body and my soul because it gives us time to catch up and reconnect.



While the gym may not be your cup of tea, chances are there is another form of physical activity that is. Putting more activity into your day by walking your dog, taking the stairs or parking farther away can give you the energy you need to do the things most important to you.

Wellness is a journey that offers many rewards. As a health network we're concerned with the health of our entire community – including our more than

17,000 colleagues. Staying physically active throughout the entire lifespan is important for our health and well-being, our families and our patients.

I hope you'll join me on the wellness journey by taking advantage of our free colleague LVHN Fitness membership. And when you're there – in the middle of an intense workout – remember the rule followed by me and my fellow exercisers: What happens at the gym, stays at the gym.



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.

Colleague Community Engagement

The annual **Senior Choice summer picnic** was held Aug. 23 at the Freeland Public Park pavilion. More than 200 members attended the event which included a picnic-style lunch, entertainment by John Simcovich and an all-time favorite, bingo. Pictured serving our guests are (l-r) Senior Choice Advisor Joan Warner and Food Service Manager Donna Smith. Special thanks go out to Smith, Warner, Darlene Minneci from food services, Lisa Marie Halecky from community relations, and the plant operations team of Mike Kempchinsky, Tony Palina and Steve Clark who made the event a huge success.



Kutchmarick Named Interim Vice President of Operations for LVPG–Hazleton

Lehigh Valley Physician Group

(LVPG) leadership recently announced the appointment of Marisa Kutchmarick as Interim Vice President of Operations for LVPG–Hazleton following the resignation of Pamela Langdon. Kutchmarick has more than 10 years of experience leading key areas of LVPG group practices and group practice management overall, and has been a stellar and highly effective operational leader within LVHN. She also serves as LVPG Division Administrator of Internal Medicine, Rheumatology, ExpressCARE and Affiliated Practices in the Lehigh Valley.

In her role as Interim Vice President of Operations at LVPG–Hazleton, she will oversee all operational aspects of the Hazleton practices and work closely with our providers in such areas as patient access, practice management and provider recruitment. Prior to her current roles, Kutchmarick was Director of Maternal Fetal Medicine at LVHN.

Kutchmarick received her Master of Science Degree in Health Care Administration from Lynn University, Boca Raton, Fla. She lives with her husband and son in New Tripoli and has local ties to our community. She was born and raised in Drums, and her husband operates the Krapf and Hughes Funeral Homes in Hazleton and Drums.

Please join in welcoming Kutchmarick to LVH–Hazleton/LVPG–Hazleton and wishing her well in this position.

Your PRIDE is Showing

The following letter was sent to LVH–Hazleton President John Fletcher.

“I don’t know if you recall, but I sent you a letter a few years ago extolling the work the crew did at the OT department. Although I haven’t needed them lately, I still keep in touch as we became friends. I recently received another third party survey on a CT scan I had done. Everything was done well—but I think you should hear about the GREAT gang you have in the lab department. I’ve been getting blood work almost monthly for the last two years, maybe more. Margaret (Haley), Lori (Cooper), Patty (Mackalonis), Daniel (Swankowski), Sandy (Zumar), Jessica (Quinn) and Emma (Gresh) do an AMAZING job. Who would think that going somewhere where you’re stuck with a sharp object can be made relaxing? Thank you again for taking the time to read this. You have some very caring people who work for you!”

Leadership Rounds Continue

LOCATION	DATE AND TIME	LEADER
7th floor	Aug. 29 at 6 a.m.	Anthony Valente, MD
6th floor	Aug. 28 at 4 p.m.	Michael Golden, RN
5th floor	Aug. 29 at 1 p.m.	Michele Roberts, RN
4th floor	Aug. 29 at 1:30 p.m.	Murray Swim
3rd floor	Aug. 28 at 4 p.m.	John Fletcher
2nd floor	Sept. 1 at 6 a.m.	Melissa Curto