

There's a lot going on at Lehigh Valley Health Network. In case you didn't catch all the latest news, here's a recap of what happened this week. Here are links to Mission Central posts, the latest issues of CheckUp and Healthy You, a link to ask questions on Mission Central, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

## [Watch the Colleague Forum or Read the Recap – VIDEO](#)

Watch a video or read an overview of what was discussed at the Aug. Colleague Forum given by acting president and chief executive officer Brian Nester, DO, MBA, FACOEP.

## [Enjoy LVHN's ALS Ice Bucket Challenge – VIDEO](#)

Watch LVHN's ALS Ice Bucket Challenge Video and learn more about this endeavor.

## [Wellness – Enjoy Fruits and Veggies for Fall](#)

Make meals this week using at least one fall fruit and vegetable.

## [Research Scholar Describes Her LVHN Experience](#)

Read about one student's experience with the LVHN Research Scholar program.

## [50+ Wellness Expo Set for Sept. 20](#)

Learn about preventing falls and maintaining fitness as you age at Lehigh Valley Health Network's annual 50+ Wellness Expo.

## [Wave 1 Managers' Fair](#)

The LVHN Epic team invites ambulatory setting practice managers and division administrators to an open house event on Sept. 12.

## [Karen Sciascia, DO, Makes Women Feel Less Vulnerable – VIDEO](#)

The board-certified gynecologist and robotic surgeon acknowledges women's feelings when they're facing surgery.



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issue of CheckUp



Read the latest  
issue of Healthy You



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# Mission Central

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## Watch the Colleague Forum or Read the Recap – VIDEO

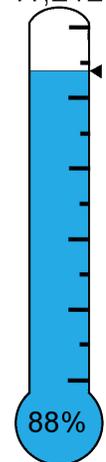
On Aug. 28, Lehigh Valley Health Network (LVHN) acting president and chief executive officer Brian Nester, DO, MBA, FACOEP, presented the first Colleague Forum of fiscal year 2015 (FY15). All colleagues were invited. If you were unable to attend, watch a video of the forum or read an overview of what was discussed.

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### We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.

11,212



Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

### Did we reach our FY14 goals?

- **People** – Maximum goal achieved  
Reason: More than 70 percent of colleagues set a personal health and wellness goal.
- **Service** – Target goal achieved  
Reason: Our combined Press Ganey and HCAHPS patient satisfaction scores were satisfactory.
- **Quality** – Threshold goal achieved (target goal not achieved)  
Reason: We did not accrue enough quality indicator points to meet our target goal, although we scored higher than in previous years.
- **Cost** – Maximum goal achieved  
Reason: Our operating expense per adjusted admission was lower (better than) the goal we set.
- **Growth** – Maximum goal achieved  
Reason: Our number of inpatient admissions, outpatient registrations and LVPG visits grew.
- **Operating income** – Goal achieved  
Reason: We achieved an operating income (revenue minus expenses) of \$41.9 million, which is \$3 million more than our goal and \$9 million more than the previous fiscal year.
- **Operating margin** – Goal achieved

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Our operating income of \$41.9 million is 2.5 percent of our total revenue. That percentage, called our operating margin, is .2 percent higher than our goal and higher than the previous fiscal year. We must continue to manage costs because health care experts say hospitals need an operating margin between 4-5 percent to properly maintain facilities and reinvest in new services and technology.

### The challenge before us

Our greatest challenge is a shift in the way we're reimbursed for the care we provide. In the old "fee for service" model, the more services we provided, the more reimbursement we received. Experts say that drives up costs by rewarding providers for doing more, even when it's not needed.

The new "fee for value" model applies to Accountable Care Organizations (ACOs). LVHN is currently applying to become an ACO, which is a network of doctors and hospitals that shares financial and medical responsibility for providing coordinated care to Medicare patients in hopes of eliminating unnecessary spending.

### Our FY15 Goals – The Triple Aim

As the shift to fee for value takes place, we must refine our priorities and goals to achieve The Triple Aim: better health, better care and better cost. These are the things an ACO must create. Here are our goals for FY15 and how you can help us achieve them.

- **Better health** includes three goals:
  1. Keep the cost per Choice Plus member below a specified amount. If we reach our goal, it's a sign people are healthy and spending less on health care.
  2. Help colleagues know their blood pressure and body mass index (BMI) so they can take charge of their health. Screenings will be performed at flu shot clinics scheduled throughout the health network and at employee health offices during walk-in hours. To earn a Shared Success Plan (SSP) bonus, 60 percent of colleagues must know their numbers by the end of FY15.
  3. Have our ACO application approved and implemented by June 30.

Why it's important: When you are healthy, you're happier and need less hospital care, which keeps our costs down.

What you can do: Eat healthy and exercise. See your doctor for a wellness visit. [Find a doctor](#) if you don't have one. Use the information from your Health and Wellness Assessment (accessible at [MyPopulytics.com](#)) to take charge of your health. Take advantage of your \$700 [Culture of Wellness](#) benefit. Talk to your [Dean of Wellness](#).

- **Better care** includes four goals:
  1. Reduce preventable harm. We'll monitor our risk-adjusted mortality index and risk-adjusted harm rate, which includes things such as infections, falls and pressure ulcers.
  2. Reduce unnecessary patient-related disruptions and care-related waste. We'll strive to reduce unplanned readmissions, low-risk C-sections and length of stay, and increase consults for patients who need palliative care.
  3. Improve patient satisfaction scores and national percentile rankings for Press Ganey, HCAHPS and CAHPS. To earn an SSP bonus next year, we must achieve this goal.
  4. Increase the value of our care through preventive care and chronic disease management.

Why it's important: Providing the best possible care is part of our mission.

What you can do: Stay focused on patient safety. Always provide exceptional service with a continued focus on our PRIDE behaviors and AIDET. Get screenings and preventive care, and encourage patients and loved ones to do the same. Prepare for [Epic](#), our new electronic medical record system.

- **Better cost** includes one goal:
  1. Keep the total cost per patient encounter below a specified amount. To earn an SSP bonus, we must achieve this goal.

Why it's important: We must keep costs down to provide high-value care. It's the right things to do for our patients and is an incentive for patients to choose us for care.

What you can do: Brainstorm with colleagues at your visibility wall about new ways to provide high-value (low-cost, high-quality) care. Examine processes and look for ways to

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lower costs and work more efficiently.

### What's next?

We're giving you more opportunities to get timely information about our health network and continue the conversation with our leaders. You can:

- **Ask a question any time on Mission Central.** Your question will be sent to the colleague who can best answer it and a response will be posted ASAP.
- **Provide feedback.** Click "Comment" at the top of this blog post to share your thoughts.
- **Attend a Casual Conversation event this fall.** They'll give you another opportunity to talk with Dr. Nester. Dates and locations will be announced on Mission Central.
- **Attend a new Colleague Forum in February.** You'll get an update on our goals at the mid-point of FY15 and learn more about things you can do to help us reach them.

This entry was posted by [Rick Martuscelli](#) on September 2, 2014 at 4:21 pm, and is filed under [Learn, Watch](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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< Lehigh Valley Health News Digest: August 25-29

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## Enjoy the ALS Ice Bucket Challenge This Labor Day – VIDEO

On Thursday, Aug. 21, Lehigh Valley Health Network (LVHN) [senior leaders participated in the ALS Ice Bucket Challenge](#) and encouraged the rest of the network to participate as well. Within 24 hours, our colleagues - lead by neurologist [Glenn Mackin, MD](#) - rallied outside of Kasych Pavilion on Friday, Aug. 22, to raise awareness of [amyotrophic lateral sclerosis \(ALS\)](#) by dumping buckets of water and ice over their heads. According to [the ALS Association](#), "the challenge involves people getting doused with buckets of ice water on video, posting that video to social media, then nominating others to do the same, all in an effort to raise ALS awareness. People can either accept the challenge or make a donation to an ALS Charity of their choice, or do both." We applaud those colleagues who have already participated in the ALS Ice Bucket Challenge or have donated to the cause. We encourage everyone to watch the video, view the photo gallery and celebrate Labor Day with this very worthy cause.

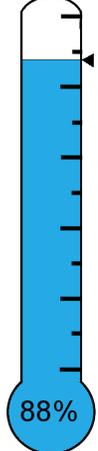


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## Wellness Wednesday – Enjoy Fruits and Veggies for Fall



Summer is the time to enjoy fresh fruits and vegetables from the garden. As we enter fall, you don't need to let these delicious foods fall to the wayside. Plenty of delicious produce is in season even as the leaves change color.

Good nutrition including fruits and veggies is especially important as you send your children back to school. A recent research study found that just 27 percent of the lunches third and fourth graders brought from home met three of five National School Lunch Program (NSLP) standards. Only one third of the packed lunches included fruit, and 11 percent included vegetables, yet one quarter of them included sugar-sweetened beverages. Among the 42 percent of lunches with snack foods, the most common packaged foods were chips, cookies and candy.

How do you know which fruits and veggies are best for you? "Choose the ones with dark, deep colors," says health network dietitian Kathleen Hanuschak. "They contain many of the nutrients that are most beneficial to your health."

**This week's wellness challenge:** Make meals this week using at least one fall fruit and vegetable.

What fruits should you choose? Hanuschak suggests:

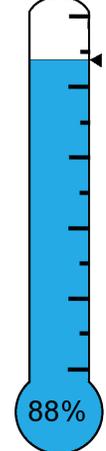
- **Apples** – High in vitamin C and fiber, apples help lower bad cholesterol and reduce the potential for constipation.
- **Pumpkins** – They're not just for decorating. Pumpkins have beta carotene, which is good for the eyes, and potassium, important for your body's cells, tissues and organs.
- **Kiwis** – They're brown and fuzzy on the outside, but packed with nutrition on the inside. Kiwis contains antioxidants that help protect the eyes, heart and colon.
- **Pears** – They're high in fiber, vitamin C and antioxidants. Also, pears are a perfect choice for children, because allergic reactions to pears are relatively uncommon.
- **Clementines** – A cross between an orange and mandarin, clementines contain vitamin C, fiber and folate, which helps your body make new cells. This makes them a perfect

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choice if you're pregnant and "eating for two."

Try these vegetables:

- **Sweet potatoes** – They're packed with beta carotene, vitamin C and antioxidants that prevent cell damage. This makes them a good replacement for traditional white potatoes.
- **Broccoli** – It helps prevent cancer and heart disease. Broccoli also is loaded with vitamins and minerals, including calcium to keep bones and teeth strong.
- **Green beans** – Their vitamin K helps blood clot properly. Because iron in beans helps your blood carry oxygen to your organs, eating them also improves brain and muscle function.
- **Spinach** – Its dark green color tells you spinach is loaded with goodness. Spinach has vitamin A, vitamin C, vitamin E, vitamin K, potassium, calcium and antioxidants.
- **Winter squash** – Squash contains vitamins A and C, potassium and fiber. You can roast or steam it, or use it in soups.

You can always find healthy recipes on [LVHN.org/recipes](http://LVHN.org/recipes), such as [spiced pumpkin bars](#) and [veggie lasagna](#) with broccoli, spinach and squash.

Do you have a topic or question for Wellness Wednesday? Leave a comment and let us know what you want to read about.

This entry was posted by [Amanda Coe](#) on September 3, 2014 at 3:00 pm, and is filed under [Live Healthy](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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## Research Scholar Describes Her LVHN Experience

*This summer, 63 students from 30 different universities took part in Lehigh Valley Health Network's (LVHN) annual Research Scholar Program. This eight-week educational program, made possible by the Dorothy Rider Pool Healthcare Trust, allows students the opportunity to work with mentors at LVHN and observe different areas of the health network. During the program, also work on research or quality-improvement projects and then present their work. Here, Lauren Boulay, a student at the College of William & Mary, describes her experience with the program.*



Lauren Boulay (College of William and Mary) and Sally Trout (Lafayette College).

My summer as a Lehigh Valley Health Network (LVHN) research scholar was truly an enriching experience. I worked in tandem with my colleague, Sally Trout, under the guidance of Dorothy Jones, RN, the administrator of LVHN's division of perioperative services, and many others. As an undergraduate on the premedical track, this experience was invaluable to gaining an understanding of the workings of a hospital and the administrative aspects of patient care.

Through quantitative data analysis and the utilization of Lean Theory, we worked on eliminating unnecessary practice variation of two laparoscopic procedures. We created two possible solutions: one simply replaced certain items with more cost-effective equivalents, and the other created a standard pick list that allowed variation within certain classifications of materials. We ensured that quality and safety standards were maintained within our suggestions.



Dr. Joseph Napolitano of the Dorothy Rider Pool Healthcare Trust, which funds the Research Scholar Program in addition to many other things within LVHN. He is with (from left to right) Donna Pavlovic (LCTI) and Elsie Bell (LCTI) and Research Scholars Jessica Hartner (Penn State) and McKenna Bast (Muhlenberg College).

Seminars run by LVHN's division of education, I was exposed to topics relevant to my

I focused on laparoscopic cholecystectomy and learned the basics of this procedure through observation, interviews and online research. This experience allowed me to fully appreciate interprofessional collaboration.

The success of my project was dependent on the expertise of many individuals who came from various departments and who had different insights on the project goals. I presented my findings in multiple venues, which taught me to include information pertinent to the specific audience.

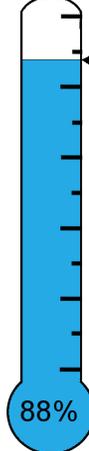
Through weekly Research Scholar

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desire to enter the health care field. I learned about professionalism and systems-based practice. Team collaboration was encouraged as we discussed lecture topics and worked on mini-projects.

The Research Scholar Program was a wonderful experience that encouraged my desire to enter the health care field and furnished me with skills and knowledge that will be invaluable as I continue my education and begin my professional career.

This entry was posted by [Admin](#) on September 3, 2014 at 9:24 pm, and is filed under [Be Inspired](#), [Get News](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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## 50+ Wellness Expo Set for Sept. 20

Preventing falls and maintaining fitness as you age are the primary topics at Lehigh Valley Health Network's annual 50+ Wellness Expo slated for Saturday, Sept. 20 from 9 a.m. to 1 p.m. in Lehigh Valley Hospital-Cedar Crest's Kasych Family Pavilion.

The expo also focuses on promoting better health in general and offers several health screening opportunities, such as blood pressure, balance and vision. In addition, flu shots will be provided for free. Other features include raffles, giveaways and healthy snacks.

Call 610-402-CARE to register your attendance.

This entry was posted by [Ted Williams](#) on September 5, 2014 at 10:30 am, and is filed under [Get News](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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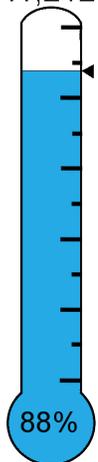
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## Testing, Testing, 1, 2, 3 (...and 4, 5 6)

With an Epic transformation, comes an epic volume of testing. Since July, applications that directly affect our wave 1 ambulatory sites have been getting the test treatment to ensure they are ready to transition to a successful launch of the Epic electronic medical record (EMR) system here at Lehigh Valley Health Network (LVHN). [Go-live for ambulatory settings is scheduled for February 18, 2015.](#)



During [phase 4](#) of the Epic transformation, the EMR and workflows are subject to six rounds of tests. To date, the LVHN Epic project team has conducted three rounds of tests for each application scheduled to go-live in February, including the [Cadence scheduling application](#), the [EpicCare Ambulatory module](#) and [Resolute professional billing](#). As part of these multi-round assessments, the team also conducted integrated tests to make sure information transitions accurately and seamlessly when workflows cross different applications – such as from patient check-in, to a provider visit in the ambulatory-setting, to a referral and finally to check-out.

In addition to verifying integration across diverse workflows, the LVHN Epic team is also focused on testing charges, meaningful use reporting, parallel revenue cycle (i.e. matching against current systems), medical device integration and end-user devices.

### Testing Rounds 4, 5 and 6

Starting in the next few weeks, selected subject matter experts (SMEs) and super users (SUs) will participate in test rounds 4, 5 and 6.

“We have a structured program to conduct the end user tests with SMEs and super users,” says Laura Noble, testing manager, LVHN Epic project.

During round 4, SMEs from selected areas will run through workflow scenarios using scripts and test patients. “For rounds 5 and 6, super users from pre-identified areas will follow the same workflow scenario tests to ensure proper system flow and function,” she says.

If an issue is detected, the LVHN Epic project team will make the appropriate corrections. Integrated testing will continue through November.

### Three ways to engage with Epic:

- . Visit the [LVHN Epic intranet site](#).
- . Email questions to: [Epic@lvhn.org](mailto:Epic@lvhn.org).
- . Submit a comment to this post.

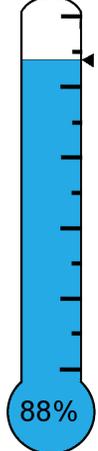
**Wave 1 Super User Reminder:** On Friday, September 12, wave 1 super users (ambulatory settings) will meet immediately after the “Wave 1 Managers’ Fair” in the Mack Auditorium, 3 to 4 p.m.

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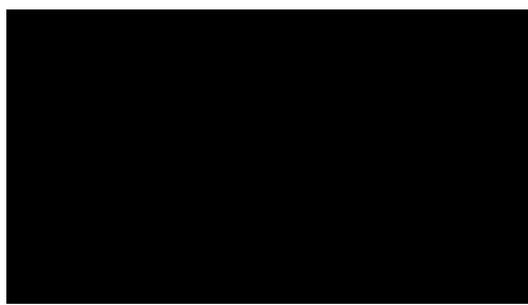
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## Karen Sciascia, DO, Makes Women Feel Less Vulnerable – VIDEO

We are producing videos of our doctors and advanced practice clinicians (APC) to help our community find trustworthy health care providers. We will share them here to introduce you to these colleagues. You'll learn about their personality, philosophy of care and inspiration for practicing medicine. These videos are embedded in our website's [Find a Doctor tool](#), where you can learn about each provider's educational background and more. Enjoy!

Karen Sciascia, DO, gives her patients information and advice so they're in control and can make better decisions about their health. The board-certified gynecologist and robotic surgeon with Lehigh Valley Health Network acknowledges women's feelings when they're facing surgery and makes them feel less vulnerable.



"My patients should know and hopefully feel from me that when they walk in the room, they have my undivided attention," she says. "My knowledge, my thought processes are all there for them at that given moment in time."

She sees patients at [Bethlehem Gynecology Associates](#).

Get to know her with this video, and hear some wellness tips she shares with patients every day.

This entry was posted by [Alyssa Young](#) on September 2, 2014 at 9:39 am, and is filed under [Connect with Colleagues](#), [Watch](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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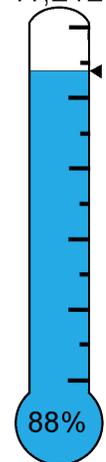
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### We Reached 88%

Nearly 10,000 colleagues completed their health and wellness assessment.

11,212



9,832

Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

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