

8-10-2018

LVHN Weekly-Pocono

Lehigh Valley Health Network

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Recommended Citation

Lehigh Valley Health Network, "LVHN Weekly-Pocono" (2018). *LVHN Weekly-Pocono*. .
<https://scholarlyworks.lvhn.org/lvhn-weekly-pocono/42>

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LVHN WEEKLY

POCONO

Your wrap-up of the week's news from LVHN.

Early Retirement Opportunity

It's entirely voluntary; about 400 colleagues are eligible.

LVHN-Pocono Foundation

Grants, scholarships benefit our community.

Finish Mandatory
Education
by Sept. 20

[Learn More](#)


**COMPLETE
THE CORE
BUNDLE**

Deborah Bren, DO, is Medical Staff President-Elect

Learn about her role and focus.

LVPG Practice of the Month

Children's Clinic colleagues meet the community's needs.

Join LVHN's Heart Walk Team

Raise funds to combat heart disease and stroke.

Flyers Preseason Tickets Presale

See them play at PPL Center Sept. 21.

Margaret Haley is Focused on One Thing - Video

Meet this Colleague Ambassador and become one.

Discounted LVHN Hats, Lunch Bags

Get 20 percent off these items in August.

Celtic Classic
Volunteers
Needed

[Learn More](#)



Benefit Helps
Cover Adoption
Costs

[Learn More](#)



LVHN news

Stroke Treatment Window
Expanded

Tips to Improve Women's
Health

Lives Stitched Together
Forever

Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.

Early Retirement Opportunity

BY [ADMIN](#) · AUGUST 6, 2018

This message is from Lynn Turner, Senior Vice President and Chief Human Resources Officer.

At LVHN, giving our patients an excellent care experience begins with giving our colleagues an exceptional work experience. That's what makes LVHN strong. With our future strength in mind, I would like to provide details about an action we are taking to give a select group of colleagues in the Lehigh Valley something they've been requesting: an opportunity to retire early. While this action will reward colleagues for their commitment and service, it will also help position LVHN well for the future.

Colleagues who are age 63.5 and older with five years of service by Aug. 1, 2018, will be offered certain benefit-related enhancements to voluntarily resign and retire. About 400 colleagues are eligible. This early retirement incentive is being offered on a one-time only basis and is entirely voluntary. Eligible colleagues can choose to stay at LVHN, and we will continue to value the skill and experience they bring to our team.

Multiple scenarios were evaluated when designing this benefit to ensure it meets the needs of our colleagues and our health network. Foremost, we considered the needs of our patients and designed a program that gives the people of our community continued access to the high-quality care our LVPG physicians and caregivers provide. When determining who will be eligible, we considered employment status, age, title, years of service and participation in certain retirement plans. We examined every detail and developed criteria that addresses the continued operational needs of our health network and the request from colleagues for an early retirement option. Given this criteria, these groups of colleagues are excluded:

- Physicians and chiropractors
- CRNPs, CRNAs and PAs
- Practice leaders who are advanced practice clinicians
- Network Leadership Council members
- Per diems
- Health Network Laboratory colleagues
- Colleagues in Hazleton, Schuylkill and Pocono
- Colleagues who do not meet age and service requirements
- Defined Contribution Plan participants who are Medicare eligible (There are no enhancements being offered to the plan that would encourage colleagues to retire early.)

Eligible colleagues will receive information in their home mail in mid-August outlining the early retirement

incentive program. Colleagues must decide by Oct. 1, 2018, if they plan to accept the offer, voluntarily resign and retire. Colleagues who voluntarily elect to participate in the program will continue to work through Oct. 19, 2018, or in some cases, a later date in mid-November. The later date in mid-November addresses concerns associated with the potential for multiple voluntary retirements in one department.

The determination of whether or not a retiring colleague's position will be replaced will follow the current review process, which requires approval from senior management.

Anticipated savings from the offering will help LVHN continue to provide the robust benefits package we offer all colleagues. If this program is successful, we will evaluate an early retirement incentive program for LVH–Hazleton, LVH–Schuylkill and LVH–Pocono colleagues. When integration of information from these sites into one HR system is complete later this year, it will allow us to conduct an evaluation as thorough as the one done when creating this benefit for Lehigh Valley colleagues.

If you are eligible for the early retirement incentive program, thank you for your years of service. You have played a significant role in helping LVHN become the strong organization it is today.

If you are among the vast majority of colleagues not eligible for the incentive, please support our colleagues who are as they make their decision. We are grateful to work with them and wish them health and happiness in whatever path they choose for their future.

If any conflict arises between this communication and the legal plan document, the legal document will govern in all cases.

LVHN–Pocono Foundation Awards Community Grants and Scholarships

BY [HOLLY YACYNYCH](#) · AUGUST 3, 2018

Lehigh Valley Health Network (LVHN)–Pocono Foundation awarded \$217,336 to community nonprofit organizations and local students pursuing health degrees during the organization’s 26th Annual Grant Reception.

“We are continually reminded of how fortunate we are to live in a most generous community,” says Stephen Cunningham, Vice President of Market Development.

“The selfless giving of many enables the LVHN–Pocono Foundation to provide scholarships for tomorrow’s health care professionals and resources to many local organizations that improve the quality of life in the region. Every year we look forward to this event and are always inspired by what motivated our scholarship

recipients to pursue a career in health care and of the great work our community partner grant recipients are doing with limited funding. The Foundation is pleased to announce this year’s award recipients who also share a mission to care for and heal the community.”

The 12 Monroe County community organizations that were honored through the generosity of the Dr. Alberta Finch Children’s Health Endowment Fund (\$7,582) and the Dr. Claus G. Jordan Endowment Fund (\$43,875) include:



- American Red Cross
- Big Brothers | Big Sisters
- Brodhead Watershed
- Center for Vision Loss – Monroe County
- Friendly Community Center
- Garden of Giving
- Pleasant Valley Ecumenical Network
- Pocono Area Transitional Housing
- Pocono Family YMCA
- Pocono Services for Families & Children

- Women's Resources of Monroe County

As a result of the R. Dale Hughes Nursing Scholarship Endowment, Jennie Cramer Memorial Nursing Scholarship (\$21,000), Robert A. Gordon Nursing Scholarship (\$1,000), Dr. Elmo J. Lilli Healthcare Scholarship (\$2,500) and the Sean P. Cunningham Memorial Scholarship Endowment (\$9,000) the following students from northeastern Pennsylvania schools received scholarships:

- Kristy Whitby – Hughes Nursing Scholarship
- Allison Stahl – Jennie Cramer Nursing Scholarship
- Jillian Kolibas – Jennie Cramer Nursing Scholarship
- Jillian Kolibas – Robert A. Gordon Nursing Scholarship
- Miranda Kramer – Elmo Lilli Healthcare Scholarship
- Sarah Marino – Sean P. Cunningham Memorial Scholarship – Notre Dame
- Geangina Day – Sean P. Cunningham Memorial Scholarship

The Lehigh Valley Hospital (LVH)–Pocono Heroes Fund awarded four grants for the total amount of (\$11,000) to the respective EMS agencies serving LVH–Pocono: Bushkill Emergency Corps, Pocono Mountain Regional EMS, Suburban EMS and West End Community Ambulance Association.

The Valerie M. Hodge Memorial Pediatric Dental Center, providing dental care for the uninsured and underinsured of Monroe County, has also raised a total of (\$35,264) through the Valerie M. Hodge Memorial Pediatric Dental Center Endowment. In addition to these grants and scholarships, several LVH–Pocono physicians received a grant from the William B. Cramer Medical Staff Equipment Endowment (\$41,235) to enhance the medical services provided to the community in various service lines.

The Pocono Health Foundation Endowment also provided funding (\$24,880) to the LVH–Pocono Critical Care Department, LVH–Pocono Trauma Department and the United Way of Monroe County – Double Bucks program.

The Community Health Endowment continues to provide funding to programs and organizations serving the community. This year (\$15,000) was awarded to the East Stroudsburg Borough Fire Department for equipment costs and an automated external defibrillator (AED) was donated to Eldred Township to serve community needs.

Deborah Bren, DO, Named Medical Staff President-elect

BY [JENNY LEADER](#) · AUGUST 7, 2018

Deborah Bren, DO, with LVPG Family Medicine, was selected as President-elect for the Medical Staff starting January 2019. Bren will serve two years as President-elect, followed by two years as President and two years as Past President.

“I have an enormous amount of respect for the Troika team, and for all of our colleagues,” Bren says. “It is a privilege and honor to serve in this role.”

As President-elect, she will focus on maintaining the scholarly and academic reputation LVHN has earned. She will also work to facilitate compassion and empathy, not only in our patient care, but also among the medical staff, focusing on teamwork and treating each team member with grace, respect and trust.

Bren completed her medical training at Philadelphia College of Osteopathic Medicine, with the intent of becoming a surgeon. However, she ultimately chose family medicine and has never regretted it. “I liked the continuity of care and the inherent challenges and rewards in improving health as a primary care physician,” Bren says.

Along with her new role as President-elect of the Medical Staff and caring for patients, Bren is married and has two adult sons. She enjoys traveling, Broadway musicals, cooking and good restaurants. One of her bucket list items is to visit every National Park – so far, she has visited 12.



LVPG Practice of the Month: The Children’s Clinic – PHOTOS

BY [MARCIANN ALBERT](#) · AUGUST 10, 2018

The pulse of a high-volume practice beats pretty fast. No one understands this better than colleagues at the Children’s Clinic, located within LVH–17th Street. By providing comprehensive pediatric-centered care in the heart of the city, this practice ensures patients, families and the surrounding community have access to high-quality care for optimal health and outcomes.

pom-Call Triage



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No matter what the role – clinical, clerical or provider – every colleague aims to make a difference. Just ask Pamela Youse, BSN, Clinical Manager at the Children’s Clinic. She’s honored to work with such dedicated and committed colleagues. “Every staff member who dedicates their daily service to this community is passionate about the level and quality of care they are delivering every day,” Youse says.

Youse isn’t the only colleague that boasts about amazing team members. Sonia Hernandez has worked at the Children’s Clinic for 12 years, starting as a Patient Service Representative and most recently serving as Administrative Coordinator. What amazes her is that through everything, this practice

collectively comes through. That's why she loves coming to work. Hernandez understands managing the volume and workflow of a practice can be daunting, especially to new colleagues. Her advice: "Think positive, stay dedicated and know there is always room to grow," she says.

Yajaira Ramos, Site Manager, also loves working at the Children's Clinic, calling it a place where passion, dedication and hard work are never lacking. "I admire the hard work of all of my colleagues who give their all every day to ensure the needs of all the families in our community are met," she says. "I can attest to this personally. Remembering my roots and having grown up in this community, it gives me great honor to be a part of this amazing family known as the Children's Clinic."

Practice Director Arlyn Serrano-Velez is new to the Children's Clinic, but loves working there as much as anyone. "It's a very special place," she says. "I have the privilege of working with exceptional colleagues who give amazing care and go above and beyond every day to serve the patients and their families in our community."

Susan Hassay, Clinical Coordinator at the Children's Clinic, wants to reach out beyond the scope of a patient's visit. "There are many social, economic and educational needs the staff work hard to accommodate," she says. Recently, there was an issue with an infant in need of car seat. It was around 5 p.m. on a weeknight when this infant was at the clinic for a routine appointment. A staff member noted that the car seat the infant was using was in unstable condition. Many colleagues worked cohesively to ensure the infant and family would have a safe and protective car seat to use. Colleagues contacted the Department of Health, Women, Infants and Children (WIC), the mother baby unit, NICU, PICU, the Allentown Police Department and the on-call pediatric floor case manager. A wonderful case manager in the Children's ER was able to find and deliver a suitable car seat within two hours. "Everyone ensured this infant was able to travel home safely," Hassay says. "Arlyn stayed with the infant's mother because she was able to speak Spanish and translate what actions were being taken to ensure her infant's safety."

This story is just one example of the things clinic colleagues do on a daily basis to care for patients. "We see patients from 3 days old to 18 years old, which requires a broad spectrum of knowledge for our clinical staff to be familiar with," Hassay says. "It requires a lot of teamwork, and I am very proud of what we accomplish seven days a week. At night when I lay my head down to sleep, I can rest knowing the best possible care has been given to the community."

The Children's Clinic fiscal year 2018 (FY18) quality metrics highlight their progress as well as the team's desire to serve and enhance pediatric community health. A few phenomenal metrics from FY18 include:

- Colleagues administered more than 7,000 flu shots to patients.
- The clinic triage team answered more than 60,000 calls from patients in need of acute appointments and/or advice.
- By enhancing lactation consultant utilization, 249 new mother visits were completed, ensuring breastfeeding, baby latching and other newborn questions were answered.

- Colleagues delivered care to approximately 400 patients from Puerto Rico after a hurricane ravaged the island. Many patients arrived without records and required collaborative care with social workers to align appropriate pediatric and family services.
- New community outreach liaisons provided care to new patients/newborns, visiting the mother baby unit to help new moms make appointments, introduce resources, assist with questions and enter background information/demographics in the electronic medical record prior to the provider visit to ensure seamless care.
- Despite staffing challenges, the clinic had 55,685 visits in FY18.
- Common problems for pediatric patients included asthma, ADHD, nutrition, obesity and other complex diagnoses.

In addition, colleagues demonstrate commitment to patient-centered service by continuing to improve access. Some examples include:

- Staff working collaboratively to shift staff for coverage/support
- Cross-training medical assistants
- Instituting clinical coordinator shadowing and training of staff
- Enhancing clinical huddles
- Integrating “Operation Fresh Start,” a new initiative that aims to give every colleague a fresh start at training, education and team building
- Displaying two visibility walls, one for metrics and one for initiatives with a suggestion corner

At the Children’s Clinic, colleagues also spend time giving back in their own ways – locally and globally. Much of this support extends beyond the clinic doors. Projects worth mentioning include, but are not limited to:

- Kindness Rocks
- Strike Out for Cancer
- Walk Out for Darkness
- Yard Sales
- March of Dimes 5K
- Heart Walk
- Malcom X Shabazz
- Walk for MS

Learn more about [the Children’s Clinic](#) on LVHN.org.

Join LVHN's 2018 Heart Walk Team

BY [ERIN LUDWIG](#) · AUGUST 6, 2018

Gather with LVHN colleagues for a fun afternoon and great cause in the annual American Heart Association's Lehigh Valley Heart Walk on Saturday, Sept. 22, at SteelStacks, 101 Founders Way in Bethlehem. You can join an existing team, or start your own. All Heart Walk participants who register with an LVHN team and raise at least \$15 will receive a team T-shirt.

This year's LVHN Heart Walk team is chaired by Kelly M. Wanamaker, MD, the region's only female cardiothoracic surgeon who is also an avid runner who advocates living a healthy lifestyle to her patients and colleagues.



The Heart Walk is the American Heart Association's primary fundraising event, with more than 1 million walkers participating in 350 events nationwide to raise money for research and education in the fight against heart disease and stroke, the No.1 and No.5 causes of death in the U.S. An estimated 610,000 people will die of heart disease and an estimated 795,000 people will suffer a stroke this year.

Date: Saturday, Sept. 22

Time: Walk begins at noon. Registration starts at 10 a.m. There will be healthy living demonstrations and giveaways among other activities before and after the walk.

Location: SteelStacks, Bethlehem Pa.

How to register:

- Visit [2018 Lehigh Valley Heart Walk](#).
- Click on "Register." Then click "Start a Team," "Join a Team" or "Join as Individual."
- To join an existing LVHN team, you'll be asked if you've participated before. If you click "Yes," log in to join your existing team. If you click "No," then click on the pulldown menu, select "Lehigh Valley Health Network" and click search. Then, pick an LVHN team to join.

If you aren't able to join the walk, you can use the same link ([2018 Lehigh Valley Heart Walk](#)) to pledge support for one of the LVHN Heart Walk teams.

LVHN Exclusive: Flyers 2018 Preseason Tickets Presale

BY [EMILY SHIFFER](#) · AUGUST 6, 2018

Tickets are now available for LVHN colleagues from the LVHN Recreation Committee for a National Hockey League preseason game between the Philadelphia Flyers and New York Islanders at PPL Center on Friday, Sept. 21 at 7:05 p.m.

Tickets are \$23 per person (a \$7 savings), and seats are in the lower level ends.

To purchase tickets, complete the registration form [here](#) by Friday, Aug. 24 and send with payment to:

Donna Stout, LVHN-DOE
1247 S. Cedar Crest Blvd., Suite 200
Allentown, PA 18103

Please email [Donna Stout](#) any questions.

**The Philadelphia Flyers are
returning to PPL Center!**

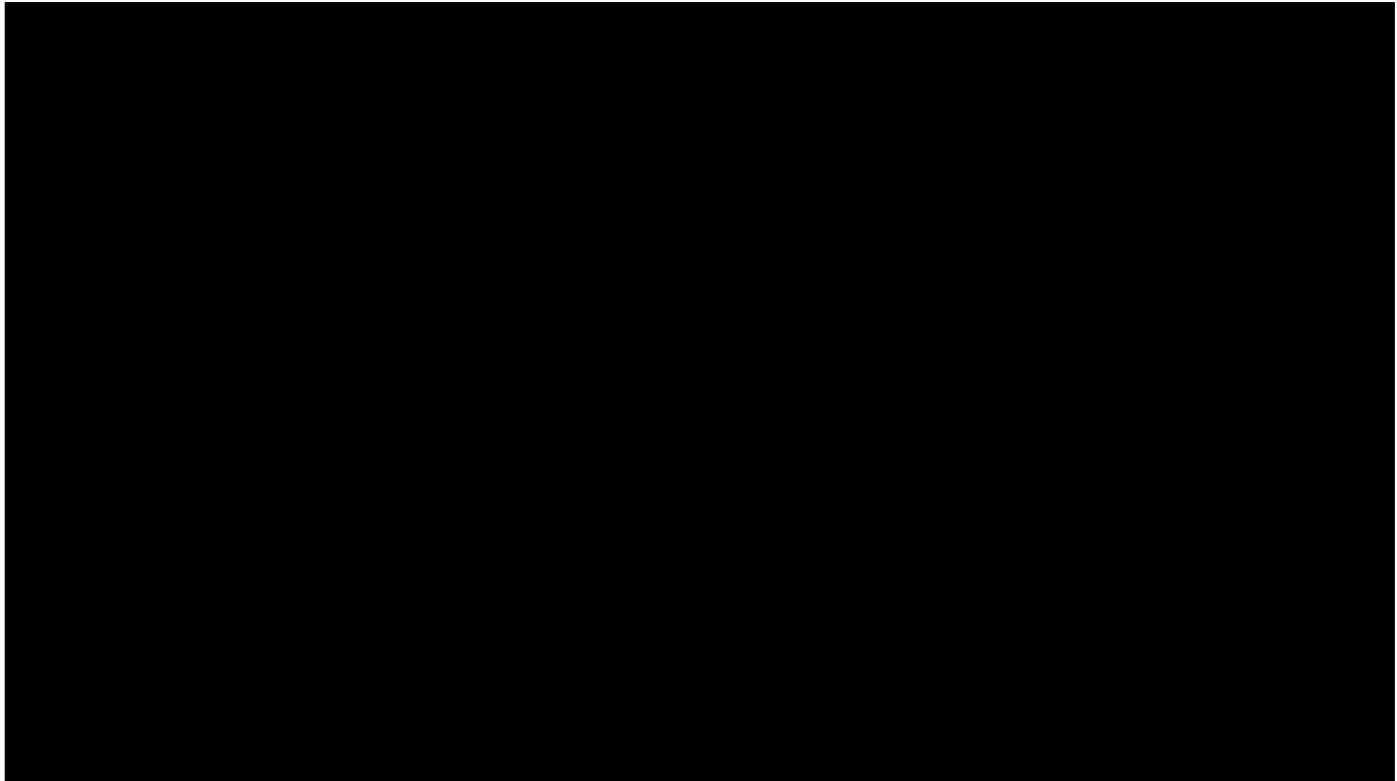


As Margaret Haley Walks Into Work, She's Focused on One Thing – VIDEO

BY [RICK MARTUSCELLI](#) · AUGUST 7, 2018

Even before Phlebotomy Supervisor Margaret Haley enters the Health & Wellness Center at Hazleton each morning, her patients are on her mind. Haley is one of many [Colleague Ambassadors](#) who is sharing what makes her #LVHN Proud on video. Videos of other Colleague Ambassadors are already posted in the [#LVHNProud section of LVHN Daily](#). Watch them and Haley's video now.

The video below will only play in Google Chrome. If you are using Internet Explorer, click [here](#) to watch.



Role of a Colleague Ambassador

- Share LVHN news and information with colleagues and community members
- Model PRIDE behaviors
- Inspire and motivate colleagues
- Gather and share colleague feedback with leadership during regular Colleague Ambassador meetings
- Recruit new ambassadors

- Share stories about what makes them LVHN Proud

Become a Colleague Ambassador

Send an email to LVHN_Ambassadors@lvhn.org that explains why you are LVHN Proud.

Get 20 Percent Off LVHN Hats and Lunch Bags

BY [EMILY SHIFFER](#) · AUGUST 8, 2018

Now you can shop for LVHN-branded apparel and merchandise at a discounted price in our gift shops and online. Each month, a new item will be featured.

Discounted items in August include:

- Men's and women's LVHN hats – Regularly priced at \$13.95, they're on sale in August for \$11.
- LVHN lunch bag – Regularly priced at \$15, they're on sale in August for \$12.

There isn't a promo code; it's already reduced online when you click the "August Special" image and in stores.

To shop for the hat, lunch bag and other LVHN items, visit the [LVHN Shop](#).

