

8-17-2018

## LVHN Weekly-Pocono

Lehigh Valley Health Network

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LVHNWEEKLY

POCONO

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

### 10 Tips From Engagement Megastars- Video

See which departments scored highest in the Colleague Survey.

Margaret Haley  
is #LVHNProud

[Learn More](#)



### **LVH Ranks on U.S. News List**

It is the No. 5 hospital in Pennsylvania.

### **Tiffany Ingraham Receives Service Star**

She helped save a patient considering suicide.

### **LVH-Schuylkill Helps Flood Victims- Photos**

Colleagues worked together to help Schuylkill County residents.

### **TigerConnect Provides Secure Messaging**

Download it on your smart device.

### **How to Add Your Photo to Outlook**

It serves as your professional introduction to colleagues.

### **Attend the Phantoms' Home Opener**

Tickets give you exclusive access to the players.

### **Lehigh Valley Cancer Institute Symposium**

Register today to learn the latest screenings and treatments.

### **Join the LVHN Bowling League**

Bowl Wednesdays from September through April.

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

LVPG Practice of  
the Month:  
Children's Clinic

[Learn More](#)



20% Off Hats,  
Lunch Bags

[Learn More](#)



## **LVHN news**

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Tips to Control Acid Reflux

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Get Back Into the Game for  
Fall

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Tips for Treating Children's  
Burns

# Top 10 Tips From Engagement Megastars – VIDEO

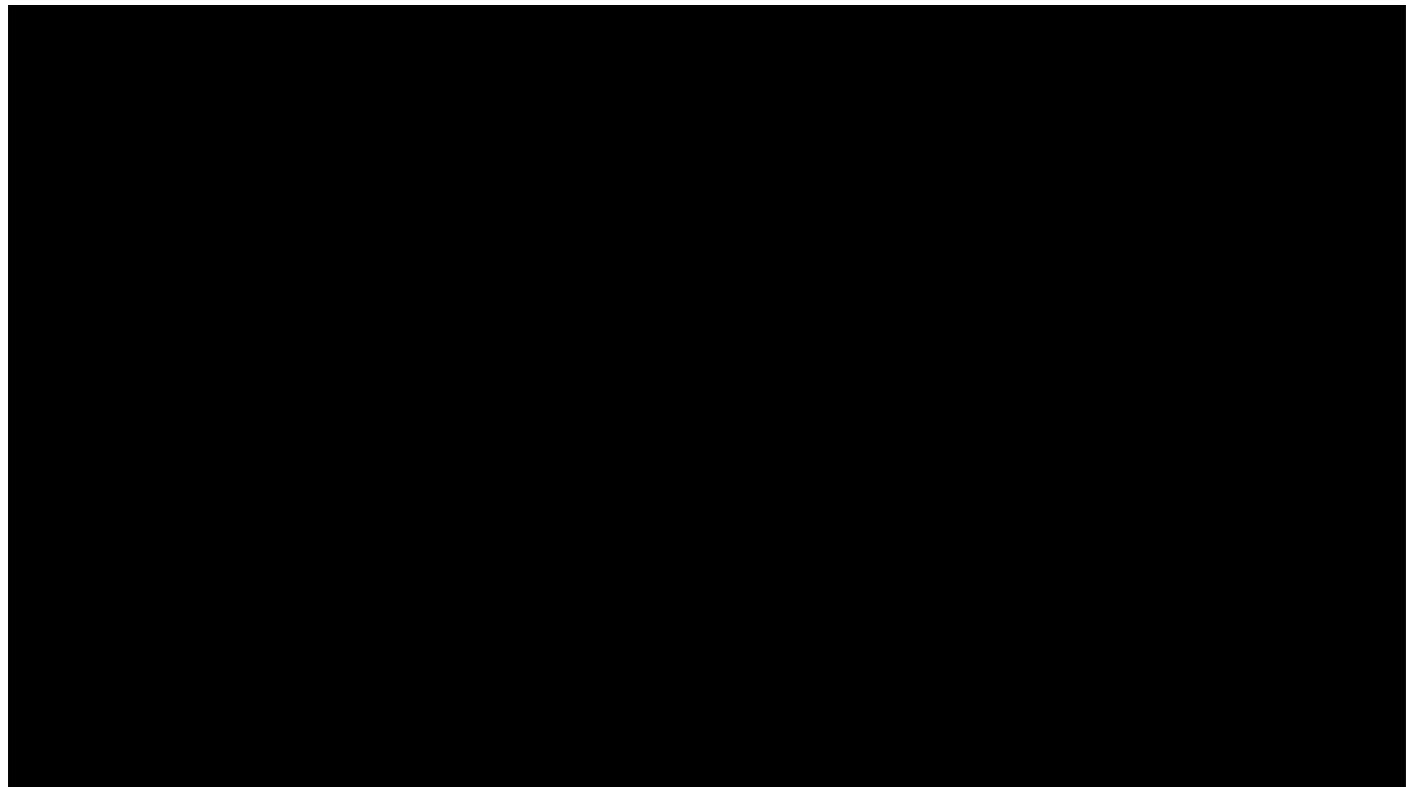
BY [RICK MARTUSCELLI](#) · AUGUST 16, 2018

“Engagement.” It’s the first step to achieving marital bliss. But when it comes to the work environment, what does “engagement” mean? What does an engaged colleague look like? How does an engaged department operate? What can you learn from colleagues who are engaged to make your department and our health network a better place to work and grow?

To answer these questions, we asked our Colleague Engagement Megastars, members of the 21 departments that achieved the highest engagement scores in our recent Colleague Engagement Survey. These Megastars submitted tips you can use to enhance engagement in your department.

Watch this video to see colleagues from the highest scoring departments. Then, use their tips to make your department a better place to work and grow.

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



## Top 10 Tips From Colleague Engagement Megastars

1. **Treat everyone with respect.** Respect is the “R” in “PRIDE” for a reason. Respected colleagues

work hard for one another. Instead of pointing fingers, work together to find solutions to problems and move forward.

2. **Ask colleagues if they need anything.** We do it for our patients, so let's also do it for each other. Ask during every interaction and before you leave for the day. When a colleague responds, listen closely to what he or she is asking for. Then, take action to deliver what is needed.
3. **Have fun.** It is possible to work in an industry as serious as health care and enjoy lighter moments together.
4. **Round regularly.** Managers who round discover successes that deserve celebration and opportunities for improvement that make the department better. Colleagues who participate in rounds help leaders stay connected with day-to-day operations and understand what you need to be at your best.
5. **Always communicate.** Colleagues want to be in the know. If you have a question, ask your supervisor. Managers: Use LVHN Weekly, the email all colleagues receive every Friday that contains the week's news and information, as talking points when chatting with your staff.
6. **Involve your whole team.** "Involvement" (the "I" in PRIDE) builds camaraderie and prevents colleagues from operating in silos. It fosters teamwork and helps us move forward together to achieve a common goal.
7. **Take advantage of professional development opportunities.** When you learn new things, you feel excited about your work. Learning prevents work from feeling stale or boring.
8. **Recognize colleagues' responsibilities.** Work is just one thing colleagues have to do. They also have responsibilities related to family or school. Consider these responsibilities, especially during challenging times.
9. **Be visible and present.** Colleagues appreciate knowing they have support from their leaders and fellow team members.
10. **Feel empowered to make decisions.** You're the expert at what you do. Use your expertise to make choices and solve problems. Making decisions helps you grow professionally, build trust with your supervisor and feel how much your work is valued.

### **The top team and the rewards bestowed**

LVH–Pocono's ultrasound department scored highest among the 712 departments network-wide that participated in the Colleague Engagement Survey. Each of the top 21 departments received a crystal award, LVHN lapel pins for each team member, LVHN Proud cookies and a thank you card from LVHN President and CEO Brian Nester, DO, MBA, FACOEP, containing a special invitation to become an official Colleague Ambassador.

In the spring, we'll conduct another Colleague Engagement Survey. Next year at this time, we will again honor the most engaged teams. Use the top 10 tips in your department and maybe your team will be Colleague Engagement Megastars next year.

# LVH Ranks on the U.S. News & World Report Best Hospitals List

BY [ADMIN](#) · AUGUST 14, 2018

**This message is from Brian A. Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer**

Lehigh Valley Hospital (LVH) is ranked in the top five among hospitals in Pennsylvania on U.S. News & World Report's Best Hospitals list. LVH is listed as the No. 5 hospital in the state for the second straight year.

The 2018-2019 list also cites LVH as high performing in five categories:

- Gastroenterology and GI surgery
- Geriatrics
- Nephrology
- Orthopedics
- Pulmonology

LVH also is listed as high performing in eight common adult procedures and conditions tracked by U.S. News including:

- Abdominal aortic aneurysm repair
- Aortic valve surgery
- Heart bypass surgery
- Heart failure
- Colon cancer surgery
- Chronic obstructive pulmonary disease (COPD)
- Hip replacement
- Knee replacement

LVH-Muhlenberg is ranked as the No. 23 hospital in the state (a tie among five hospitals). The hospital is also cited as high performing in the category of neurology and in two common conditions/procedures: aortic valve surgery and heart failure.

For the 2018-19 rankings, U.S. News evaluated more than 4,500 medical centers nationwide in 25 specialties, procedures and conditions. In the 16 specialty areas, 158 hospitals were ranked in at least one specialty. In rankings by state and metro area, U.S. News recognized hospitals as high performing across multiple areas of care.

The U.S. News Best Hospitals [methodologies](#) in most areas of care are based largely or entirely on

objective measures such as risk-adjusted survival and readmission rates, volume, patient experience, patient safety and quality of nursing, among other care-related indicators.

The latest recognition extends the list of quality organizations citing the care provided by LVH in recent months. The hospital received the Bernard A. Birnbaum, MD, award from Vizient in 2017 for placing eighth in the country in Quality and Accountability score for academic hospitals. Currently, LVH is ranked 10th overall and first for patient safety. In April, LVH received an 'A' Hospital Safety Grade from The Leapfrog Group. The ratings reflect how well hospitals protect patients from accidents, errors, injuries and infections. And In May, LVH was spotlighted by Becker's Healthcare among the "100 Great Hospitals in America" for 2018 for excellence in clinical care, patient outcomes, and staff and physician satisfaction.

Every colleague can be LVHN Proud to be a member of a team that is consistently recognized for the quality of our care. While we celebrate our accomplishments, we also know our drive to continually improve is what makes LVHN exceptional. Thank you for all you do to make our organization great and to give the people of our community convenient access to world-class care. You truly are "Amazing. Everyday."

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## Service Star of the Month—August 2018

BY [EMILY SHIFFER](#) · AUGUST 16, 2018

### Tiffany Ingraham, LVH–Muhlenberg



It was Tiffany Ingraham's first day on the job as a Staff Assistant in Psychiatric Evaluation Services. It was also the middle of March, and a massive snowstorm had hit the area. Despite the wintry conditions, Ingraham showed up at work. "We were all impressed that the 'new girl' braved the storm on her first day," says case manager Michele Schutt, who nominated Ingraham for the Service Star Award.

A year later another blizzard hit, and a determined Ingraham again made it to work. That day, she received a cold call from a patient in the community who wanted to end his life. She quickly obtained his demographic information and asked a colleague to call police to perform a safety check on the patient while she remained on the line with him.

The snow prevented police from quickly reaching the patient, but Ingraham was unfazed. She stayed on the phone with him for more than an hour, offering comforting and empathetic words that kept him calm until police arrived. Once they did, she spoke with the officers to ensure her patient was safe.

"Throughout her career in this department, Tiffany came to work every day with a smile on her face and a positive attitude," Schutt says. "She was the first one to offer to help her colleagues and always went above and beyond."

Since her heroic actions, Ingraham started a new position in July 2018 as a Patient Navigator in obstetrics. “Her presence is greatly missed by her former colleagues,” Schutt says.

## Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

### **Jennifer Brown, RN, Julio Velazquez and Luis Rivera, LVH–Muhlenberg**

While leaving the emergency department (ED), Brown heard someone screaming in the parking lot and called security colleagues Vasquez and Rivera. Vasquez spotted a person in the campus’ retention pond, jumped in and pulled the person to the embankment. The person received care in the ED and was found to be considered missing.

### **Cathleen Keegan-Pursell, LVH–Cedar Crest**

Keegan-Pursell helped a patient who was distressed after being discharged with a diabetes diagnosis. She met the family outside the hospital, empathized with them, and ensured they were safe and properly prepared at home.

### **Joanna Odessey, LVHN–Mack Boulevard**

After Odessey, a hospice/home health caregiver, arrived at her patient’s home, the family’s dog collapsed without warning. Joanna helped administer CPR and stayed with her patient while the family took the dog to the vet.

### **Niki Capko, LVH–Schuylkill**

Capko helped a woman in an abusive relationship who entered the ED and needed a safe place for her and her children to stay for the night. She arranged for a delegate from a local safe house to escort the woman and her children.

### **Travis Dayon, MD, LVPG**

Dayon makes sure the care provided is best practice and always considers the individual patient experience. He goes out of his way to make his patients and colleagues feel comfortable, important and understood.

## Storm Relief Continues in Schuylkill County – PHOTOS

BY [MIKE PECKMAN](#) · AUGUST 16, 2018

The list included items such as bandages, ice packs, gauze, tape, gloves and more. This time instead of filling the order, Harold “Bucky” Herndon was the person making the request. LVH–Schuylkill Supply Chain Management Director Scott Strawdinger prepared the order. Herndon, a 38-year colleague of LVH–Schuylkill, currently working in the store room, is also mayor of the town of Port Carbon, a small borough hit hard by this week’s storms.



Earlier this week, [LVH-Schuylkill delivered food items](#) for residents and clean-up crews. Wednesday afternoon, LVH–Schuylkill President Bill Reppy, accompanied by Infection Preventionist Gail Newton, RN, and Physician Liaison Penny Klinger, returned to the incident command center at Port Carbon Borough Hall to deliver the much-needed supplies.



Mayor Herndon, his President of Borough Council Michael Quercia, Assistant Fire Chief Ben Schuettler (also a colleague on the Stine Acute Rehab unit) and Margaret “Peg” Lubinsky of the borough accepted the bandages on behalf of their Quick Response Team, which is part of the Good Will Fire Company. Sleep deprived and weary, borough officials offered their thanks and appreciation to Reppy, LVH-Schuylkill and LVHN for healing, comforting and caring for the borough.

In addition, Newton and Klinger provided handout information for borough residents about hand hygiene, safe drinking water, tetanus and West Nile virus and mosquitos.



“Your heart goes out to every member of this and other communities hit hard by these storms,” Reppy says. “I’m glad LVH–Schuylkill and our colleagues are able to offer some help and hope.”

[LVH–Schuylkill will be providing shower facilities and offering tetanus shots](#) for recovery workers and those in the flood zone. Colleagues will also visit storm-ravaged Tremont on Thursday afternoon to provide tetanus shots as well as educational information to help people prevent flood-related health problems.

# TigerConnect Provides Secure Messaging On Your Smart Device

BY [TINA VO](#) · AUGUST 17, 2018

Last year, LVHN launched TigerConnect (formerly called TigerText), an easy-to-use secure messaging application that helps organizations improve care team communications and collaboration while achieving HIPAA compliance.

This platform allows colleagues to communicate patient health information (PHI) in a HIPAA-compliant manner, enhancing and optimizing their current workflows. Instead of getting a page or a call while you're with a patient, TigerConnect allows you to respond with a secure text via your smartphone device at a more convenient time.

Chief Medical Information Officer Donald Levick, MD, encourages providers to use this secure app when they need to share patient care information. "With TigerConnect, you have a HIPAA-protected tool to message with an individual clinician or in groups with your care team," Levick says. "You also can securely send pictures and documents, helping the care team provide optimal patient care."

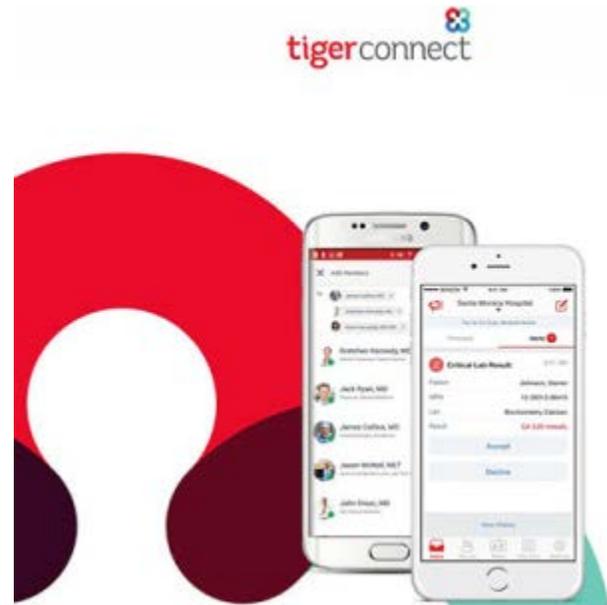
## Who's on call?

Providers will no longer have to log into WebExchange to see who is on call. With TigerConnect, this information is now available at your fingertips in a tab called "Roles," which can be found at the bottom of the TigerConnect screen. Integrating this functionality with TigerConnect allows consult requests to happen faster and patient handoffs to occur more smoothly.

## Download and install TigerConnect

Because protecting patient information is critical in everything we do, all providers need to use TigerConnect. "This platform ensures you and your care team members can collaborate efficiently and effectively, while also protecting the privacy of our patients," Levick says.

To get started, go to the Apple App or Google Play store and download the free application. Please note that the branding has not completely changed over, so search for TigerText if you do not find TigerConnect. Once you download the application, use the credentials below:



## LOGIN CREDENTIALS

1. Enter <[user\\_ID@lvh.com](#)> on the first TigerConnect screen.

Example: t0001@lvh.com

2. On the next screen, enter the password you use when logging in to your LVHN computer.

When using this application, please make sure you are logged into the LVHN Guest Wi-Fi network to ensure you are connected to the internet and can receive and send messages.

If you have any questions, please contact the I/S Support Center at 610-402-8303.

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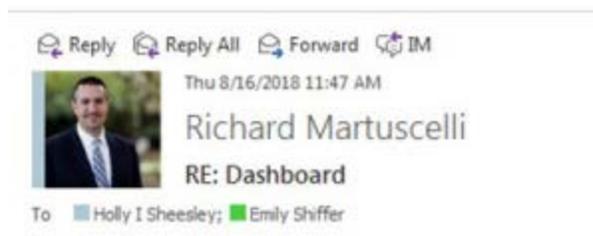
# Add Your Professional Photo to Your Outlook Account

BY [RICK MARTUSCELLI](#) · AUGUST 17, 2018

Did you know you can add a photo to your Outlook email account? Your Outlook photos serves as your professional introduction to colleagues. It also helps all colleagues connect a name to a face. That's why we've made it available.

## Things to consider when selecting an Outlook photo:

- Choose a recent photo of yourself.
- Make sure you are the only person in the photo.
- Wear appropriate professional or business casual attire.
- Look professional and have a pleasant facial expression.
- Do not use logos, cartoon or any inappropriate images.



## How to upload your photo (if you are using Outlook 2013):

- In Outlook, click "File" to see your Account Information page.
- Click "Change" under the picture box.
- You will be directed to Office 365.
- To sign in, use your LVHN system user identification (SUI) as an email address (example: [yourSUI@lvh.com](mailto:yourSUI@lvh.com)).
- Enter your password.
- Click the pencil icon.
- Upload an appropriate photo.

It may take up to 48 hours for the new photo to appear.

## Attend the Phantoms' Home Opener in the BSI Suite

BY [EMILY SHIFFER](#) · AUGUST 15, 2018

Cheer on the Lehigh Valley Phantoms at their home opener against the Bridgeport Soundtigers at the PPL Center Saturday, Oct. 6, at 7:05 p.m.

Tickets are \$44 for seats in the BSI Suite, where you'll have exclusive access to the players as they enter and exit the arena. Tickets also include seats in first six rows of section 108 near the glass with access to the high-five tunnel.

Only 49 tickets are available. The deadline to reserve tickets is Sept. 7.

To purchase tickets, fill out [this form](#) with payment and send it to:

Kelly Beauchamps  
Patient Safety Dept., 1251 S. Cedar Crest Blvd.  
Allentown, PA 18105

Have questions? Email [Kelly Beauchamps](#).



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# Registration Open: Second Annual Lehigh Valley Cancer Institute Symposium

BY [JENNY LEADER](#) · AUGUST 14, 2018

Lehigh Valley Cancer Institute invites primary care physicians, advanced practice clinicians, nurses and other interprofessional colleagues to register for the 2018 Lehigh Valley Cancer Institute Symposium, scheduled for Friday, Nov. 9, and Saturday, Nov. 10, at Camelback Resort in Tannersville, Pa.

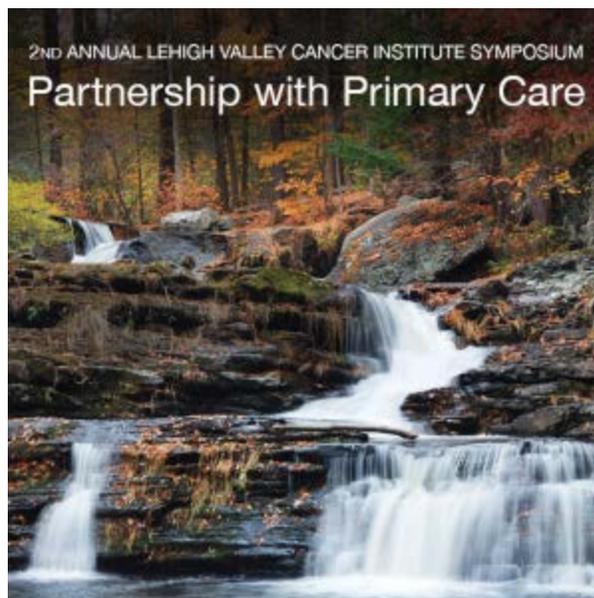
## Agenda

Presentations over the two-day symposium will provide information about the latest in cancer screening, treatment and related patient care topics, including:

- Anemia in the Older Adult
- Breast Cancer Survivorship
- Cancer Genomics
- Decision-Making in Prostate Cancer
- Endometrial Cancer
- Genetic Testing and Cancer Risks
- Guidelines for Cancer Screenings
- Lung Cancer Diagnosis and Treatment
- Microbiome
- Molecular Pathogenesis
- Multidisciplinary Approach to Melanoma Care
- Nipple Discharge
- Stenting vs. Surgery in Gastrointestinal Malignancies
- Thrombosis

## Continuing education credits

LVHN designates this live educational activity for a maximum 7.25 credits *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the educational activity.



Registered nurses attending the entire program and completing the evaluation tool will receive 7.25 credits contact hours.

### **Registration fees**

- Providers: \$25 for Friday only (3 CEs), \$30 for Saturday only (4.25 CEs), \$50 for both days
- Fellows/Residents/APCs: \$12 for Friday, \$18 for Saturday only, \$25 for both days
- LVHN RNs: FREE
- Non-LVHN RNs/allied health professionals: \$12 for Friday only, \$18 for Saturday only, \$25 for both days

### **When:**

Friday-Saturday, Nov. 9-10, 2018

### **Where:**

Camelback Lodge

193 Resort Drive, Tannersville, Pa.

### **How to register:**

To register for Lehigh Valley Cancer Symposium, visit [Go.activecalendar.com/lvhn-doe](http://Go.activecalendar.com/lvhn-doe) and search for the event by title or date. **Registration deadline: Nov. 2, 2018**

To book a room at Camelback, please visit [camelbackresort.com](http://camelbackresort.com). At the top of the reservations page, select "Group code" and enter code number 4608.

# Join the LVHN Bowling League's 2018-2019 Season

BY [EMILY SHIFFER](#) · AUGUST 13, 2018

Like to bowl? Enjoy a great weekly activity with your colleagues in the LVHN Bowling League. Members of the league bowl every Wednesday night at 6:10 p.m. from Sept. 12, 2018, through April 17, 2019, at the Haja Rose Bowl, 801. N. 15<sup>th</sup> St., Allentown. The winning team will be crowned at a season-ending banquet (date and location to be determined).

The league is open to all LVHN colleagues as well as their spouses, significant others and friends. There are only 30 spots available in the league, so it's wise to register as soon as possible.

**Price:** \$12 per week per bowler

[Complete a registration form](#) and return it to [Larry Sabino](#) by Sept. 1.



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