

8-31-2018

## LVHN Weekly-Pocono

Lehigh Valley Health Network

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**LVHN**WEEKLY |

**POCONO**

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

**CEO Update: Bonus and Merit Increase - Video**

Dr. Nester shares the details and offers thanks.

**Providing an Outstanding Patient Experience**

Colleagues celebrate recognition for patient care.

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### Dress Code Policy Update

It's more relaxed and relevant to the times.

### Help Us Meet Our New Goals

Set personal goals to help us achieve the Quadruple Aim.

### Discounted IronPigs Playoff Tickets

Tickets for Sept. 7 and 8 games are only \$11.

### LVHN Cancer Center-Schuykill Opens

It provides a range of services and a new LVPG practice.

### Watch Colleagues' TEDx Presentations - Video

Get inspired by their innovative ideas.

### Allentown Fair Parking Lot Supports LVHN

Park in Lot 7 to support Street Medicine program and more.

### How to Access ClinicalKey for Nursing

It's a database created by nurses for nurses.

Merging Duplicate Records

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## LVHN news

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Stock Your First-Aid Kit

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From Nursing to Cardiothoracic Surgery

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Getting Stronger Together

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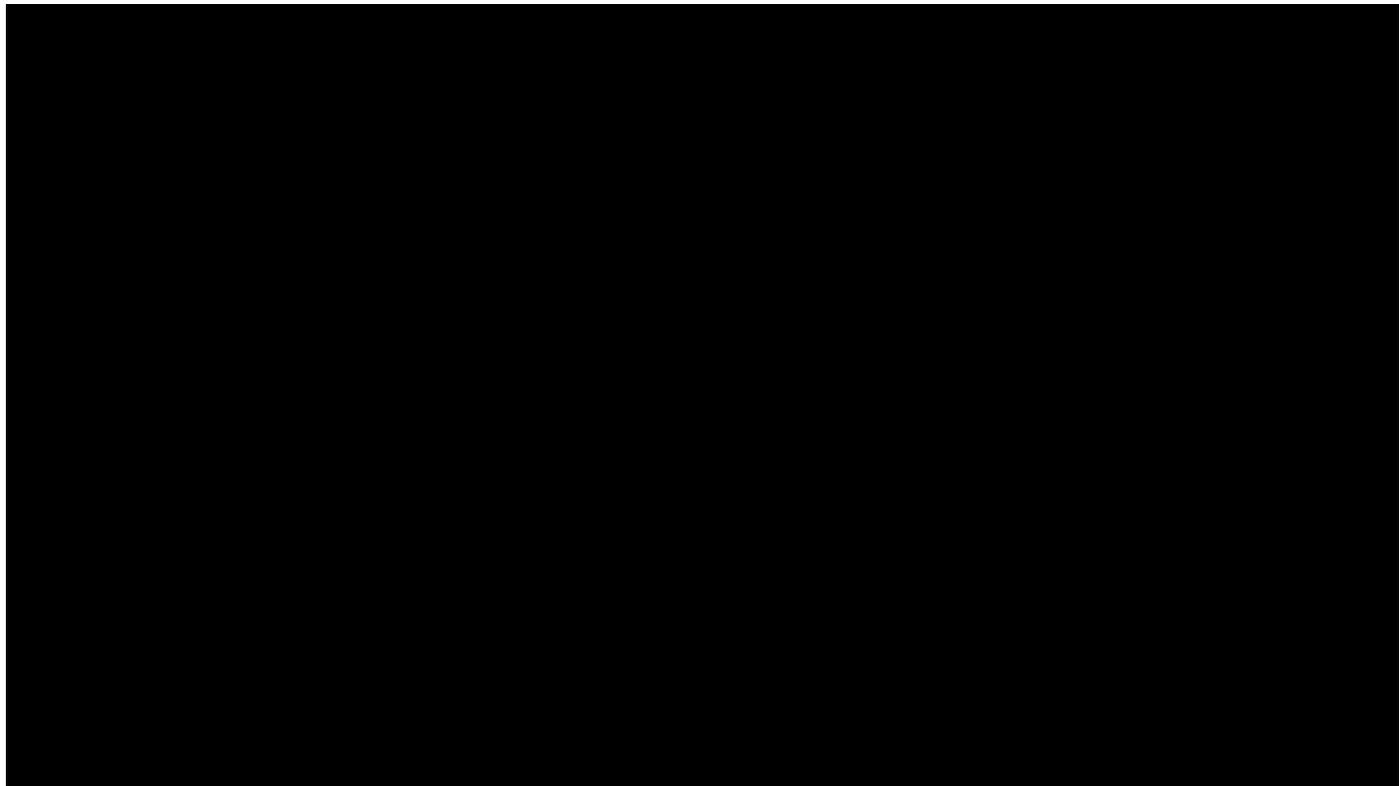
# CEO Update: Your Bonus and Merit Increase – VIDEO

BY RICK MARTUSCELLI · AUGUST 27, 2018



Each month, LVHN President and CEO Brian Nester, DO, MBA, FACOEP, records a video called the CEO Update about a timely topic. It's part of the way we're sharing information with you called the [Communication Cascade](#). In this edition, Dr. Nester thanks you for being LVHN Proud by announcing the bonus and merit increase eligible colleagues will receive. Here's a transcript of the video.

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



When 18,000 colleagues move forward together, amazing things happen and LVHN gets stronger. Here's proof. Working together over the last 12 months, we established three institutes at LVHN. We

created a Colleague Ambassador program. We received national recognition for the quality of our care. We grew our health network with the opening of the Family Health Pavilion and new health centers. We made new partnerships to build healthier communities. And we met six of nine health network goals at the max level.

For these and the countless other achievements you accomplish every day, I offer my most sincere thanks. You deserve to be rewarded for all you do. On behalf of our Board of Trustees and senior leadership team, I am pleased to tell you that eligible colleagues (see box below for details) will receive a bonus and merit increase.

Full-time non-union colleagues will receive a \$500 Shared Success Plan bonus. Part-time non-union colleagues will receive \$250. Bonuses for colleagues participating in the Executive and Management Incentive Plans (EIP and MIP) will be based on the colleague's individual goal achievement level, paid at the threshold level for the network goals.

In addition, managers have a 2.5 percent pool of money they will use to award merit-based pay increases to eligible colleagues based on the colleague's individual performance. The merit increase will first appear in your Oct. 25 pay, along with your bonus. These rewards are testimony to our appreciation for all you have done for our health network and community.

As we continue to build momentum and move forward together, I'm excited about the opportunities ahead of us. With our continued focus on our three positions of strength – access, experience and value – and our commitment to create a better colleague experience for you, I'm confident LVHN will become even stronger in the months ahead.

We'll talk about these topics during the State of the Health Network address. Managers will ask one colleague to accompany them to the address, which I will present on Sept. 20. Colleagues who cannot attend can visit LVHN Daily the week of Sept. 24 for a complete recap of my presentation.

Until then, know that I am humbled and LVHN Proud to lead such an outstanding team of health care professionals. You are "Amazing Everyday" and deserve all the rewards you get. You make LVHN great, and for that, I thank you.

### Merit increase eligibility

- Hired before April 1, 2018
- Final overall performance score equal to 3.00 or better on fiscal year 2018 performance review

### SSP bonus eligibility

- Hired before Jan. 1, 2018
- Final overall performance score equal to 3.00 or better on fiscal year 2018 performance review
- Full-time or part-time employment based on status as of June 30, 2018

### MIP/EIP bonus eligibility

- Hired before Jan. 1, 2018

If you have questions about the bonus or merit increase, talk with your manager.



A handwritten signature in black ink that reads "Brian Nester". The signature is fluid and cursive.

**ABOUT ME:** My name is Brian Nester, DO, MBA, FACOEP, and I am the President and Chief Executive Officer (CEO) at Lehigh Valley Health Network (LVHN). I came to LVHN in 1998 as the Director of LVH-Muhlenberg's Emergency Department. Prior to becoming President and CEO in 2014, I served as the health network's Chief Strategy Officer. I am originally from Reading, and I'm proud to lead an organization that continually strives to provide better health and better care at a better cost for the great people of our community.

# LVH–Pocono Colleagues Recognized for Providing an Outstanding Patient Experience – PHOTOS

BY HOLLY YACYNYCH · AUGUST 27, 2018

Providing an exceptional experience for our patients is in the LVHN DNA. That's very evident at LVH–Pocono, where colleagues from numerous departments and practices were recognized for achieving high patient satisfaction scores in July.

Colleagues from the Inpatient Rehabilitation Center–Pocono and 3B were honored for achieving the highest patient satisfaction scores among inpatient departments. In addition, LVPG-Pocono's vascular surgery, general and bariatric surgery, and urogynecology practices received July's Patient Experience Awards. Each of the recipients scored 100 percent top box scores for overall rating on CG-CAHPS patient surveys.

## Patient Experience Inpatient Rehab



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Patient Experience Inpatient Rehab

On Aug. 22, LVH–Pocono celebrated the recipients with a cake in the hospital cafeteria. Congratulations to the July recipients for their dedication and care to patients.

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# Dress Code Policy Updated

BY [RICK MARTUSCELLI](#) · AUGUST 28, 2018

Think about what you were wearing 10, 20 or even 30 years ago. Chances are you aren't wearing those clothes anymore. Things change. That's especially true when it comes to what is appropriate to wear to work and what is acceptable in a professional environment. That is why we recently updated LVHN's dress code policy.

Before the policy was updated, we asked for feedback from leaders, colleagues and members of our Young Professional Group. Their opinions led to a revised dress code policy that is more relaxed, relevant to the times, and inclusive of all colleagues network-wide. Throughout the policy, language about clothing and jewelry was updated to reflect contemporary styles. Here are details about the most significant changes.



## What's new?

- **You can wear any color footwear in clinical areas.** The policy states, "In uniformed areas, footwear must be clean, in good repair, appropriate and safe for the position. Clogs are permitted. Crocs without holes are strongly preferred. Staff who choose to wear crocs with holes will be required to wear shoe coverings at all times when in the clinical areas. Stockings or socks are to be worn by all staff involved in direct patient care interactions. Flip flops are not acceptable in any department."
- **There's more flexibility with body art.** Previously body art was not permitted to be visible at all. That's not the case anymore. Keep in mind that the policy states, "Management reserves the right to request an employee to cover tattoos or any other 'body art' offensive to customers or other colleagues. If the employee cannot or will not cover the area in question, disciplinary action will be taken."
- **Department leaders outside patient care area can designate a business casual day.** Guidelines about what is acceptable to wear on a business casual day can be found in the policy.
- **Business casual sandals or open-toed shoes are permitted on business casual days.** This footwear can be worn provided it "does not present a safety risk and/or limit movement."
- **Odors related to vaping are prohibited.** The policy states, "In keeping with our smoke-free environment, health care workers that provide direct patient care may not provide care to patients if

the staff member has a noticeable smell of tobacco, smoking or vaping odor.”

### **Important things to remember**

- Always wear your LVHN badge above the waist.
- Colleagues who provide direct patient care should not wear artificial nails or nail jewelry.
- Clothes should be neat, clean and in good condition.
- A neat hairstyle and overall well-groomed appearance are required.

To read the revised dress code policy, visit PolicyTech in your SSO Toolbar. After logging in, click the ‘Human Resources Policies’ category. It is also listed on the CRC.

Note: The dress code policy pertains to all LVHN colleagues except where precluded by language contained in a collective bargaining agreement.

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# Help Us Meet Our New Fiscal Year 2019 (FY19) Goals

BY RICK MARTUSCELLI · AUGUST 30, 2018

Each fiscal year we set health network goals to help us focus on things we must do to further our mission and vision. Departments are asked to align their goals to these goals and track their progress. For the first time, our goals are based on the Quadruple Aim (better health, better care, better cost *and* a better colleague experience). Here are the details.

(Click to enlarge.)



## Better Health

- **Increase breast cancer screening.** We achieved great results in FY18 and still have opportunity for improvement. This ongoing goal leverages our interconnected health network and enhances our focus on patient access, convenience and experience.
- **Improve diabetes management.** In the outpatient setting, we will continue our efforts in caring for patients with diabetes, fostering a team model and enhancing our patients' ability to co-manage their disease.
- **Increase number of clinical pathways.** We'll continue the pathway work we started in FY18 with ongoing emphasis on decreasing care variation, improving efficiency and reducing costs.

**Decrease hospital-acquired infections.** We will focus on reducing catheter-associated urinary tract infections, central line-associated bloodstream infection, C. diff, MRSA blood stream infections, and surgical site infections.

### **Better Care**

- **Improve the inpatient experience.** We'll focus on improving communication between patients/families and their physicians and nurses, as well as ensuring all patients have an exceptional experience.
- **Improve the LVPG patient experience.** We'll track our progress by monitoring patients' likelihood to recommend our practices, which is asked on the CGCAHPS survey.
- **Improve the outpatient experience.** After exceeding our maximum goal in FY18, colleagues across LVHN (such as Scheduling Coordinator Tonya Butler) will continue to drive improvements in patient satisfaction scores, expanding to 155 outpatient diagnostic test and treatment areas.
- **Increase the number of unique patients receiving care.** Our goal is to care for more new patients throughout LVHN.
- **Increase the number of patients receiving care within our three institutes.** Within Lehigh Valley Cancer Institute, our goal is to maximize the number of mobile mammography and lung cancer screenings we conduct. In Lehigh Valley Heart Institute, our goal is to increase new LVHN outpatient cardiology visits, as well as maximize the number of noninvasive outpatient cardiovascular diagnostic procedures and abdominal aortic aneurysm screenings we perform in the Lehigh Valley. The Lehigh Valley Special Surgery Institute goal is to increase our number of surgical cases and procedures, with a special focus on hernia, bariatric, robotic thoracic (lung health), and varicose and spider vein procedures.

**Your role:** Help increase the number of patients we care for in our institutes and health network by encouraging family, friends and neighbors to use LVHN when they need care.

### **Better Cost**

- **Reduce cost per patient encounter.** Our goal is to manage costs while continuing to provide high-quality care for more patients.

### **Better Colleague Experience**

- **Improve colleague engagement.** We'll address the topics you identified in the Colleague Engagement Survey. Next spring (and every year going forward), we'll conduct another Colleague Engagement Survey. If we're creating a better colleague experience, we will see an increase in how you rate three specific survey statements related to colleague engagement. They are:
  - I would recommend LVHN as a great place to work.
  - LVHN inspires me to perform at my best.
  - I would feel comfortable referring family and friends to receive care at LVHN.

## Next steps

- Become familiar with the goals.
- Talk with your manager to develop a personal goal that directly supports one or more health network goal.
- Use the graph above to track our progress. Note that the FY19 Shared Success Plan (SSP) bonus payout is based upon overall network goal performance, not individual goals as was done previously.

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# Purchase Discounted IronPigs Playoff Tickets

BY [EMILY SHIFFER](#) · AUGUST 31, 2018

The Lehigh Valley IronPigs are the 2018 International League North Division Champions and headed into the playoffs.

The LVHN Recreation Committee has reserved a group of tickets for the first two playoff games, which will be held:

Friday, Sept. 7, 7:05 pm

Saturday, Sept. 8, 6:35 pm

Fifty tickets are available for \$11 each with a \$2 concession credit on each ticket.

Tickets must be purchased online and in advance of the game. This discount is not available at the gate.

To purchase tickets, click [here](#).



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# LVHN Cancer Center–Schuylkill Advances Access and Treatment

BY [EMILY SHIFFER](#) · AUGUST 31, 2018



Cancer is a diagnosis that has a profound impact on people and their family members as they decide the best place available for care. In Schuylkill County, treatment options took a giant leap forward with the introduction of LVHN Cancer Center–Schuylkill.

Located on the newly renovated third floor of LVH–Schuylkill E. Norwegian Street, the new cancer center provides a range of services including infusion, pharmacy and consultation. In addition, a new medical practice, Lehigh Valley Physician Group (LVPG) Hematology Oncology, is open and treating patients. Both the cancer center and LVPG Hematology Oncology are part of Lehigh Valley Cancer Institute.

Leaders from LVHN, Lehigh Valley Cancer Institute, LVH–Schuylkill and LVHN Cancer Center–Schuylkill joined elected officials and local cancer survivor for a ribbon-cutting ceremony.



[Watch the ceremony on LVHN's Facebook page.](#)

“This is a significant day in the lives of people diagnosed with cancer and seeking treatment in Schuylkill County,” says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer of LVHN. “This facility provides access to quality cancer treatment near home, near loved ones and near their support network. That’s critically important in the fight against cancer. This center also gives patients access to all the services and programs of Lehigh Valley Cancer Institute, which means access to leading-edge technology and cancer treatment options other hospitals can’t provide.”

The LVHN Cancer Center–Schuylkill team not only provides the best and most appropriate treatment plan for patients, care includes education and emotional support for patients and caregivers. The LVHN Cancer Center–Schuylkill comprises:

- Eight-chair Infusion Center
- Laboratory blood draw services
- On-site pharmacy
- Video-teleconferencing capability with the cancer care team at the John and Dorothy Morgan Cancer Center at LVH–Cedar Crest
- Access to all hospital and health network services and physician specialties
- Covered, reserved parking

Following the official dedication of the cancer center, colleagues toured the unit and members of the community attended an open house event.

The LVHN Cancer Center–Schuylkill provides treatment for a variety of cancers such as pre-cancerous blood disease (pre-leukemia), nonmalignant blood diseases, chemotherapy and therapeutic infusions, transfusion services, therapeutic phlebotomies and injections. Support services such as nutritional counseling and financial counseling are also available. A nurse navigator will help guide patients during their care.

“The progress we have made here means great things for local patients battling cancer,” said Suresh Nair, MD, Physician-in-Chief of Lehigh Valley Cancer Institute. “In Schuylkill County, we are not only taking cancer care to the next level, we’re giving you access to superior cancer care. We’re giving people with cancer hope. We’re saving lives.”

Appointments to the practice can be made by calling 888-402-LVHN (5846). Physicians and other primary care providers can also refer patients to the hematology oncology practice or to the Cancer

Center.

Nair introduced the members of the team at LVHN Cancer Center–Schuylkill. Michael Evans, MD, will serve as Medical Director of the cancer center and will also practice at LVPG Hematology Oncology–E. Norwegian Street. He is joined by Hematologist Oncologists Harvey Hotchner, MD, and Dan Popescu, MD, Physician Assistant Abby Zimmerman, Practice Manager Cynthia Ruch, RN, as well as a team of support personnel.

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# Watch Colleagues' TEDx Presentations – VIDEO

BY [RICK MARTUSCELLI](#) · AUGUST 30, 2018

In the spring, colleagues took the stage at LVHN–Mack Boulevard to present new ideas in the areas of connected medicine, empathy and leadership mindset. Their presentations were part of the [TEDx Program](#), which is designed to help communities, organizations and individuals ignite conversations and connections through TED-like experiences.

The TEDx Program recently posted videos of the presentations online. Here are details about the presenters and topics, and links to the videos.

Hoonani Cuadrado, PA-C, LVHN Street Medicine Program

Topic: Mr. Rogers, Homelessness & Community Success

[Watch the presentation.](#)

Craig Durie, DNP, LVHN Palliative Medicine

Topic: Palliative Consult Access in the Rural Vacuum

[Watch the presentation.](#)

Raymond L. Singer, MD, Physician-in-Chief, Lehigh Valley Special Surgery Institute

Topic: Defining Success

[Watch the presentation.](#)

Ashley Miller, Supervisor of Digital Engagement, LVHN Marketing and Public Affairs

Topic: Post Two Tweets and Check Your Portal In The Morning: Health Care Relationships In The Modern Age

[Watch the presentation.](#)

Jason Linett, Speaker, Author and Hypnotic Success Coach

Topic: Rethinking Rapport

[Watch the presentation.](#)



# Great Allentown Fair Parking Lot Supports LVHN

BY [RICK MARTUSCELLI](#) · AUGUST 27, 2018

The Great Allentown Fair will be held Aug. 28 to Sept. 3. Are you going? Know someone who is? If so, park in Lot 7. Why? Proceeds collected from parking fees at that lot will benefit LVHN's Street Medicine program as well as research and education in our orthopedics department.

The parking lot is being operated by the Lehigh Valley Hospital Auxiliary. Encourage all fair-goers to use it. Here are the details.

Location of Lot 7: Near the intersection of 17<sup>th</sup> and Liberty streets (across the street from the fair's main gate)

Parking fee: \$10

Hours:

- Tuesday, Wednesday, Thursday and Friday: 5 p.m. to close
- Saturday, Sunday and Monday: noon to close



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# How to Access ClinicalKey for Nursing

BY [ADMIN](#) · AUGUST 29, 2018

ClinicalKey for Nursing is replacing Nursing Reference Center Plus. It is a point-of-care database, peer-reviewed by nurses for nurses. Users can search evidence-based clinical information at work, from their phones and remotely from home.

The database quickly recognizes search concepts and offers shortcuts to critical nursing answers, and provides access to a wide range of current, trusted and specialized nursing content and multimedia.



The database contains:

- Topic pages for more than 175 diseases featuring assessment, diagnosis, planning, implementation and evaluation
- 78 texts
- 57 journals
- More than 2,000 drug monographs
- More than 400 clinical overview topics
- Mosby's evidence-based nursing monographs
- Continuing education
- Patient education handouts in English and Spanish that can be customized

You can access ClinicalKey for Nursing from the LVHN Digital Library homepage. To access it from:

- **Lehigh Valley's intranet home page**, click the "Find Fast" drop-down menu and select "Library Services."
- **LVH-Hazleton's intranet home page**, click "Library Services."
- **LVH-Schuylkill's intranet homepage**, click "Library Services & Patient Ed."
- **LVH-Pocono's intranet home page**, click "Library Services & Patient Ed."

For more information contact library services at [LibraryServices@LVHN.org](mailto:LibraryServices@LVHN.org) or 610-402-8410.