

9-7-2018

LVHN Weekly-Pocono

Lehigh Valley Health Network

Terry's Take: Our Goals, Your Goals

COO shares thoughts from the outpatient experience retreat.

Rock for Strength Benefits Breast Cancer

Event tonight will directly benefit patients in need.

Dress Code
Policy Update

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**DRESS
CODE**

Breast Center of Excellence

Hughes Cancer Center receives NQMBC designation.

Donation to Hughes Cancer Center Endowment

Knights of Columbus show their generosity.

Attend the Colleague College Fair

Representatives from several colleges will be present.

Physician Billing and PSR Meeting Change

The Sept. 20 meeting is cancelled.

Join LVHN's Light the Night Walk Team

Support the Leukemia & Lymphoma Society.

Visit New York City Nov. 24

The Recreation Committee is running a trip.

Nursing Students Help Young Flood Victims

They delivered school supplies to families in need.

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LVHN news

Understanding Esophageal
Cancer

At-Home Pediatric Hospice

Stock Your First-Aid Kit

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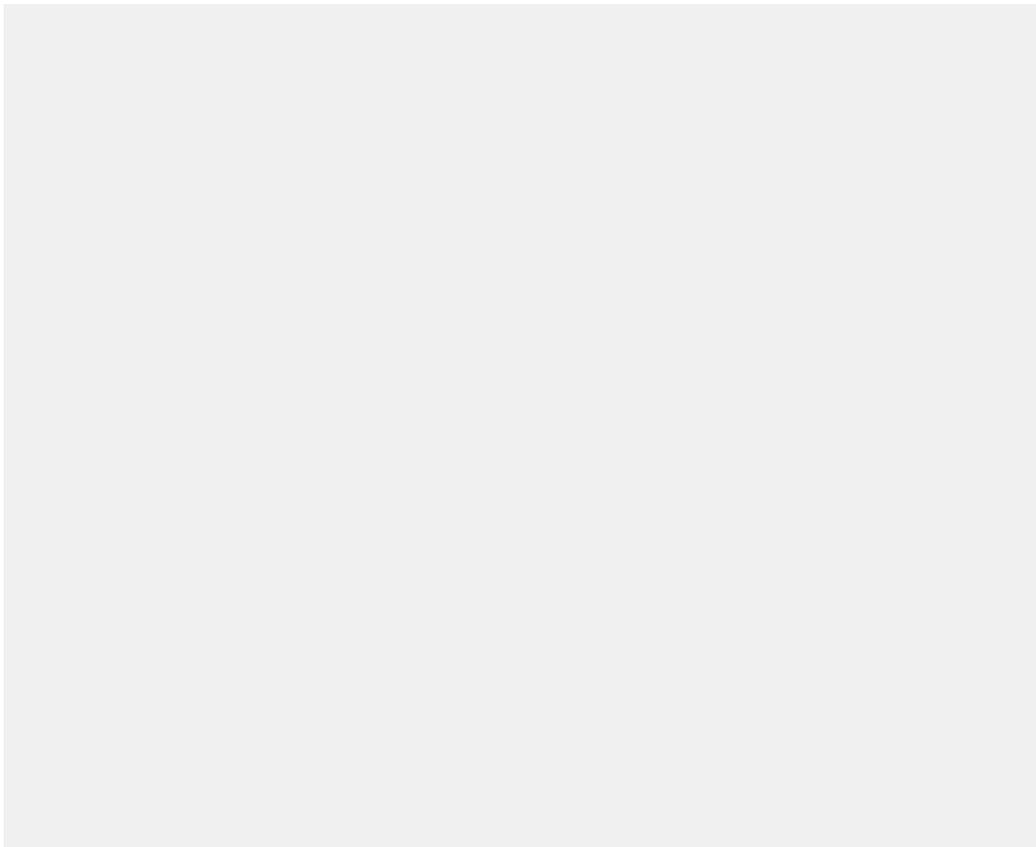
Terry's Take: Our Goals, Your Goals

BY [TERRY CAPUANO](#) · SEPTEMBER 4, 2018



At the start of each fiscal year, I look forward to the discussion and debate that occurs as I work with leadership colleagues to set our LVHN goals. To me, this process is inspiring and motivating. Setting goals puts the power of change and improvement into motion but can only succeed when 18,000 colleagues move them forward.

I recently attended a terrific colleague retreat concerning outpatient experience hosted by colleagues who have worked together for three years to improve the patient experience in 77 outpatient diagnostic test and treatment locations. What I saw at this retreat was extraordinary and exemplified the power of a team that is actively working on ways to create great patient (and visitor) experiences every time.





Heart Station colleagues including (l-r) Cardiac Ultrasound Technologists Lori Zimmerman and Kelsey Sarge, as well as Noninvasive Cardiology Manager Patricia Zocco participated in the outpatient experience retreat.

I want to share some of what I observed from the outpatient retreat that I believe is driving the results this team has consistently delivered to meet and exceed our network outpatient experience goal. I would like you and your colleagues to think about ways you can apply one or more of the strategies that our outpatient experience team uses to help as you plan ways to accomplish goals in your area.

Align local goals with network goal(s)

[Our network goals for FY19 were just announced.](#) They are our roadmap to better health, better care, better cost and a better colleague experience. As you, your manager and your team review the goals, you can begin outlining the “local” goals you and your colleagues can address that support one or more of the network goals.

- **Suggestion:** Think about the “why” that is behind the goal(s) you and your colleagues support – you will find patient care, patient health, patient safety, patient and colleague satisfaction, cost-savings and more are at the heart of each goal. Knowing the “why” helps you find fulfillment in achieving them.

Deep dive to improve

While overall performance is an important view, managers in the outpatient areas looked more closely at where they were succeeding – or faltering – at the “local” level. Patient feedback was shared at huddles, posted on visibility walls and discussed in meetings. Comments from patients, as well as suggestions from colleagues, helped outpatient areas identify and tackle issues that previously affected patient experience. Simple changes like smiling, greeting the person when they are within five feet of the reception window and knowing who to connect with if a patient’s concern cannot be handled at the desk, all helped improve satisfaction.

- **Suggestion:** Do you and your team have access to direct feedback from patients? If so, embrace it and use it to improve service and the patient experience.

Create an action plan

Our network goals were just released, so now it’s time to put together a plan that reflects the areas where you can make an impact. Each colleague has a role that contributes to our success. Every. Single. Person. When 18,000 of us focus on those goals, they are achievable.

- **Suggestion:** Work with your team members to brainstorm ideas and develop an action plan. Colleagues at the outpatient retreat developed lists of ideas focused on key drivers of positive patient experiences, like resolving patient concerns and complaints in real time, and strategies to improve intra- and interdepartmental communication related to patient care and hand-off.

Measure progress

Not only was I happy to see the focus this team has on creating action plans, I was excited to see the use of data to measure their progress. Patient satisfaction data came primarily from Press Ganey patient surveys. That feedback was used to graph overall patient satisfaction from one quarter to the next – and right now the team is using data to track patient satisfaction from month-to-month for each location.

- **Suggestion:** At a team meeting, discuss the goals on which you have a direct impact and determine what metrics you have available to you and your team. That data will help drive improvements at a team level.

Celebrate success

Acknowledging the consistent care and hard work that contributes to success is a must! At the outpatient experience retreat, success stories were shared and celebrated. Colleagues discussed how to implement positive changes. Their encouragement and support for each other was real and you could feel it!

- **Suggestion:** Offer kudos at rounds or huddles; remember to send an eCard from PRIDEpoints (find

PRIDEpoints on the SSO toolbar, it will launch at LVH–Pocono this fall); and regularly acknowledge the good things people do so your colleagues know you notice and care.

I'd like to thank the entire outpatient experience team for including me in their retreat and for their concerted efforts to create a consistently great outpatient experience. It confirmed that their success (our success) is not just serendipity, but the result of careful thought, planning and implementation by people who truly care about the patient and visitor experience.

What are your thoughts about our goals and how you and your colleagues can help achieve them? Jot them below. I'd love to read your comments, recommendations and ideas to help us all succeed together.



Terry Ann Capuano

About me: My name is Terry Capuano, RN, and I am the Executive Vice President and Chief Operating Officer at LVHN. I have worked at LVHN for more than 30 years and consider it an honor to serve as your COO. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the health network. [Learn More](#)

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Rock for Strength III to Benefit Breast Cancer

BY [HOLLY YACYNYCH](#) · SEPTEMBER 6, 2018

Join the LVHN Pocono Foundation for Rock for Strength III on Friday, Sept. 7, beginning at 6 p.m. at Great Bear Golf Club, One Great Bear Court, East Stroudsburg. Enjoy food, fun and dance with a live auction and gift table. A \$10 donation is requested at the door.

All proceeds benefit The Hope for Strength Breast Cancer Fund, which helps to minimize the financial and emotional impact of breast cancer diagnosis and treatment for patients of the Dale and Frances Hughes Cancer Center. The Hope for Strength Breast Cancer Fund will provide up to \$500 to both male and female patients for basic living expenses such as rent, food/groceries, child care, gas, utilities and medicines.

Please contact Carole Ann F. Bowyer at 570-977-0872, visit hopeforstrength.com or hopeforstrength2012@gmail.com for more information.



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NQMBC™ Designates Hughes Cancer Center as a Breast Center of Excellence

BY [HOLLY YACYNYCH](#) · SEPTEMBER 6, 2018

LVH–Pocono and Breast Health Services at Lehigh Valley Hospital in Allentown have been recognized by the National Consortium of Breast Centers, Inc. as certified quality breast centers of excellence in the National Quality Measures for Breast Centers™ Program (NQMBC). In doing so, these locations are the only comprehensive centers in Pennsylvania to earn Certified Quality Breast Center of Excellence designations.



For Monroe County community members, this means the hospital's Dale and Frances Hughes Cancer Center holds a distinguished honor for providing the highest level of quality breast health care to patients in the region.

"This is an incredible achievement and a true testament of consistency in excellence and a commitment to patient care by our colleagues in the Dale and Frances Hughes Cancer Center, who strive each and every day to provide our patients the highest standards of care to help them in their journey," said Elizabeth Wise, RN, President of LVH–Pocono.

The National Quality Measures for Breast Centers™ reflect more than 11 years of work, which has culminated in the adoption of more than 33 National Quality Indicators™. The National Consortium of Breast Centers promotes excellence in breast health care for the general public through a network of diverse professionals dedicated to the active exchange of ideas and resources. It facilitates collaborative research opportunities on issues of breast health and developed a set of core measures to define, improve and sustain quality standards in breast health care programs and for quality performance in all types of breast health care facilities.

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Funds Donated to Hughes Cancer Center Endowment

BY [HOLLY YACYNYCH](#) · SEPTEMBER 6, 2018

The Knights of Columbus, Council 4084 St. Luke's Roman Catholic Church located in Stroudsburg, donated \$1,500 to the Dale and Frances Hughes Cancer Center Endowment through the Lehigh Valley Health Network Pocono Foundation. This generous contribution is from the third annual golf tournament organized by the group to benefit the Hughes Cancer Center.

For the past three years this group of dedicated volunteers have remained committed to supporting the Hughes Cancer Center recognizing the outstanding care and compassion it provides for so many family, friends and neighbors. Lehigh Valley Health Network Pocono Foundation ensures support from gifts and grants from individuals to corporations assist LVH-Pocono and its affiliated non-profit organizations in fulfilling a mission to meet the community's needs for high quality health care.



(L-r) Bill Jones, Deputy Grand Knight, Marynell Strunk, Manager, LVHN Pocono Foundation and Gene Halterman, Grand Knight.

Attend the Annual Colleague College Fair

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

Are you thinking about going back to school but are not sure where to start? LVHN is helping by hosting the seventh annual Colleague College Fair. Representatives from several colleges will be at the events. They'll provide information on clinical and nonclinical programs.

Here are the details for where and when it is happening at each campus.

Colleague College Fairs

11 a.m.–6 p.m.

LVH–Hazleton

Friday, Sept. 28

Third floor training room of the Employment and Technology building

LVH–Schuylkill

Friday, Oct. 19

Auditorium

LVH–Cedar Crest

Monday, Nov. 5

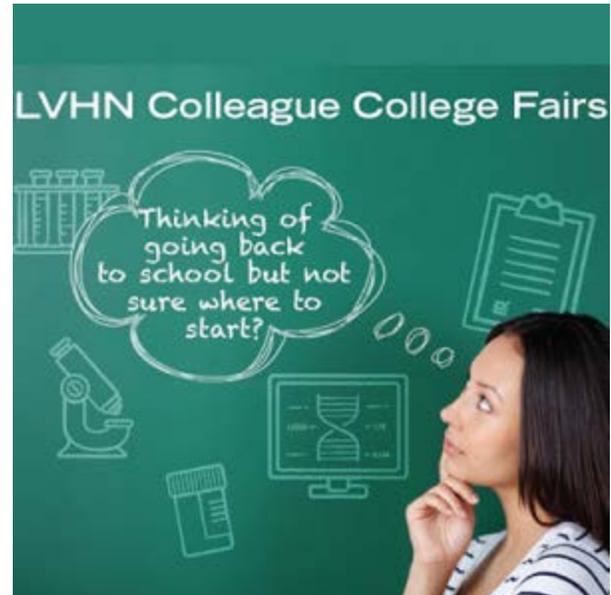
Kasych Family Pavilion, ECC rooms 6, 7 and 8

LVH–Pocono

Wednesday, April 24, 2019

Stroud and Brodhead Rooms

All colleagues who attend will be entered into a raffle drawing to win prizes including a Kindle Fire or a \$50 Amazon gift card. Light refreshments will be available.



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Location Change for Physician Billing and Patient Services Representative User Group Meeting

BY [RICK MARTUSCELLI](#) · SEPTEMBER 4, 2018

Due to repairs taking place in the LVHN-Mack Boulevard auditorium, the LVPG Electronic Medical Record (EMR) Operations and Process Improvement and Access Strategy Teams will be unable to hold the Physician Billing and Patient Services Representative User Group meeting in September. **The Sept. 20 meeting is canceled.**

The October meeting will be held as previously scheduled on **Oct. 18, 2-4 p.m., in the LVH-Cedar Crest auditorium.** Information and invitations to register for this meeting will be forthcoming in early October.

Previous meetings are available on LVPG's SharePoint site in a PowerPoint format, as well as in TLC in video format.

To access these resources on the Lehigh Valley intranet:

- On the intranet home page, click "LVPG Intranet" under Colleague Resources.
- Click the EMR Operations icon.
- Click "PSR Tools."
- Select "PB PSR User Group Sessions" and the meeting you'd like to view.

To access videos on TLC:

- In the search box, enter the following for whichever month you'd like to view:
 - July – RCEPSRJLC18
 - August – RCEPSRAGC18
- From the select drop-down, choose start to begin the presentation.

Questions about PB/PSR User Group Meetings may be directed to Lynne_A.Reph@lvhn.org.

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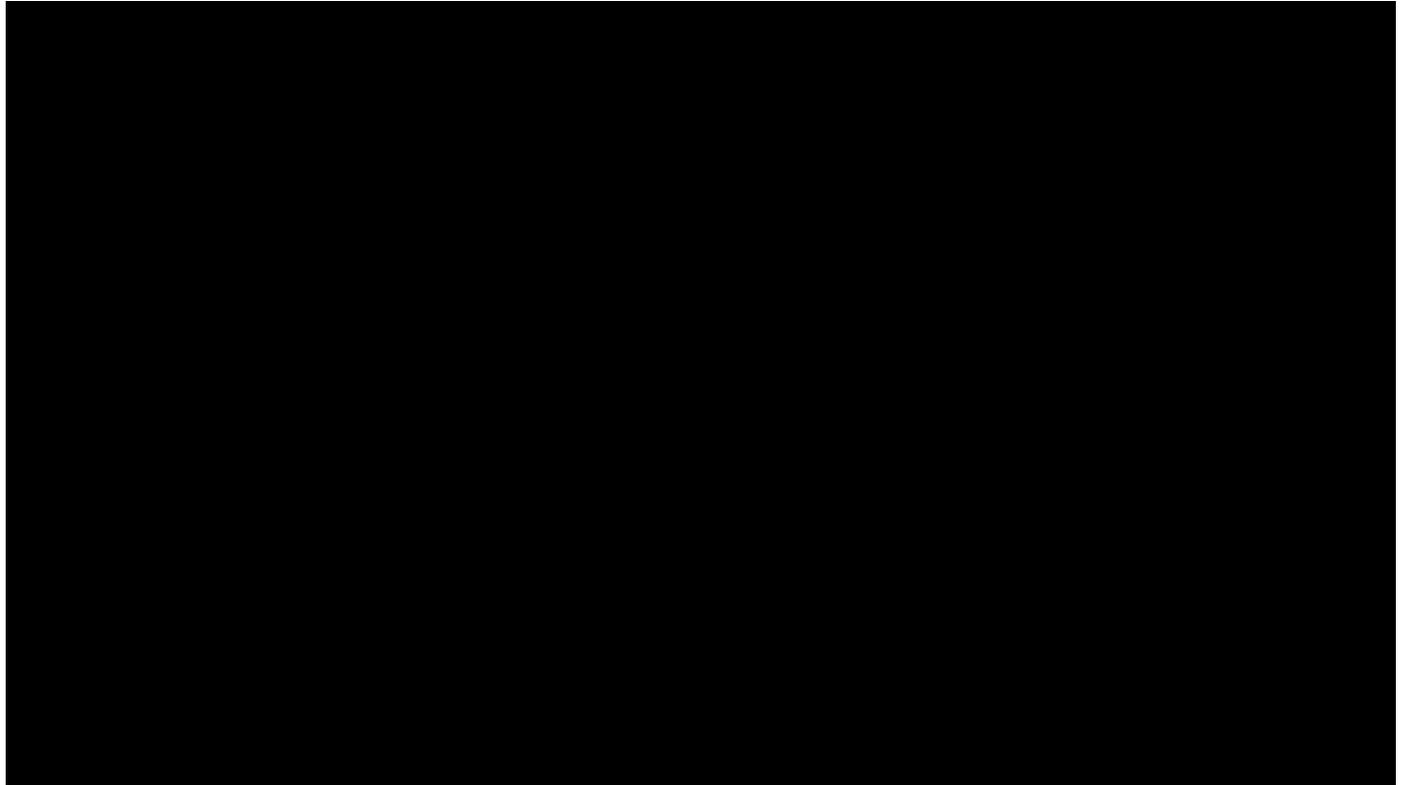
Join LVHN's Team for the Leukemia & Lymphoma Society's Light The Night Walk – VIDEO

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

LVHN is partnering with the Leukemia & Lymphoma Society's (LLS) Light The Night Walk to shine a light on how LVHN and LLS are leaders in the fight against cancer.

The walk will take place Saturday, Sept. 22, at the Valley Preferred Cycling Center in Breinigsville, Pa.

All colleagues are invited to join a team, invite family and friends, raise funds and attend the community celebration. Participating in the walk is a great way to create camaraderie within our organization and reinforces that LVHN supports the communities we serve in numerous ways.



Please register to walk with the LVHN team or make a donation by [visiting our team webpage](#). To participate in the walk, click "Join."

If you have any questions, email LVHN team captains [Brandi Swisher](#) or [Erin Ludwig](#).

To learn more, visit lightthenight.org.

New York On Your Own Holiday Trip on Nov. 24

BY [EMILY SHIFFER](#) · SEPTEMBER 3, 2018

Join the LVHN Recreation Committee on its annual holiday trip to New York City. Take a horse and buggy ride through Central Park, see a Broadway show, spend the day shopping, take the double-decker bus tour or just walk around and enjoy the sights and sounds of NYC during the holiday season.

Bieber Bus will leave from the LVH–Cedar Crest campus (near the water tower) at 8 a.m. sharp and depart New York City at 7 p.m.

Saturday, Nov. 24

New York On Your Own Holiday Trip

Price: \$30 per person, non-refundable

[Complete a registration form](#) or contact [Tim Lockard](#) for more details.



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Nursing Students Help School Kids Hit by Floods

BY [MIKE PECKMAN](#) · SEPTEMBER 5, 2018

Members of LVH-Schuylkill's Joseph F. McCloskey School of Nursing class of 2019 have joined with others to help local flood victims. A group representing the Student Nurse Association of Pennsylvania (SNAP) Chapter collected and delivered school supplies to the Port Carbon Borough Hall for families that need items for the start of school.



Treasurer of Port Carbon Borough Hall Peg Lubinsky (center) thanks SNAP Chapter members (l-r) Sarah Palerino, Vice President, Alexis Huntzinger, Secretary, Mikayla Dietrich, Treasurer, and Gabrielle Lorady, President, for their generosity.

“It is really nice to see our future nurses take time to come and help the families in need,” says Treasurer of Port Carbon Borough Hall Peg Lubinsky. “It is great to see future nurses with their big hearts coming from the Joseph McCloskey School of Nursing.”

“The students reached out to me and already had a plan in place,” says Marlene Cook, MSN, Adviser for the SNAP students. “It’s very exciting to see how eager they are to help the community, especially with the recent flood we encountered in Schuylkill County.”



LVH–Schuylkill provided food, medical supplies, shower stations and tetanus clinics to residents impacted during recent floods, particularly to residents of Tremont and Port Carbon. An additional tetanus clinic is being planned for this week.