

There's a lot going on at Lehigh Valley Health Network (LVHN). 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, Terry Capuano's blog, information about Open Enrollment and screenings for blood pressure and BMI, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

## [Ebola Preparedness at LVHN](#)

Learn how we're keeping colleagues and patients safe.

## [How Are We Doing Financially in Fiscal Year 2015?](#)

Find out if we're off to a good start when it comes to finances, admissions, controlling costs and length of stay.

## [Watch October's Leader to Leader Video](#)

See presentations about our financial status, lean self-assessment tool and United Way campaign.

## [In the News: October – VIDEO](#)

See the latest news clips featuring Lehigh Valley Health Network.

## [Wellness - Get the Most From Your Step Tracker](#)

Use it to improve your fitness.

## [Uniform, Shoe and Accessory Sale](#)

The Auxiliary of Lehigh Valley Hospital is hosting the sale next week.

## [Epic Preview: Pilot Training Takes Wing](#)

Dozens of colleagues got hands-on with the LVHN Epic electronic medical record during pilot training sessions.

## [Kelci Tkach, PA-C, Wants to Inspire Patients – VIDEO](#)

"At the beginning of the day, my goal is to inspire someone and make a difference in their life," she says.

**Read the latest**  
**Terry's Take**



**Enroll in 2015 Benefits Today**  
**Open Enrollment in Lawson**  
**Oct. 10-31**

**KNOW YOUR**  
**NUMBERS**  
**Get screened today.**

**READ LEHIGH VALLEY HEALTH NEWS**  
a blog on LVHN.org containing  
timely health information and  
health network news.

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## Search results for #ebola (4)

### Questions on Ebola? We're Here to Help

Comments: 0

10/28/14 by Ted Williams in Get News, Learn

There are 105 people in the commonwealth of Pennsylvania currently being monitored for Ebola virus disease, according to a [report in today's Morning Call](#). Media updates on the Ebola situation around the U.S. are continuous each day. But senior management at Lehigh Valley Health Network wants all colleagues to be assured, we are prepared to address any eventuality surrounding this issue as was detailed in a [recent Mission Central post](#).

We want to emphasize if there are any concerns or questions, please don't hesitate to ask. You can post a comment directly to Mission Central if you are a registered user. If you're not registered, [please sign up here](#). You can also ask questions privately through our [Contact Us](#) area or you can ask your supervisor to submit your question for you.

You can get the latest Ebola developments from the [Centers for Disease Control and Prevention \(CDC\)](#) web site.

[Add a Comment](#)

### Ebola Forums at LVH—Muhlenberg

Comments: 1

10/23/14 by Admin in Get News, Learn

Lehigh Valley Hospital—Muhlenberg colleagues are invited to attend a series of forums about [Lehigh Valley Health Network's plan](#) to address the nationwide concern regarding Ebola virus disease (EVD).

The forums are scheduled for 1:30 p.m., 4:30 p.m. and 9 p.m. in ECC B and C on Thursday, Oct. 23. Bob Begliomini, vice president, administration, and Jackie Fenicle, interim administrator, emergency departments, will moderate the forums.

Similar forums also are being planned for LVH—Cedar Crest and LVH—17<sup>th</sup> Street. Check Mission Central regularly for updates.

[Add a Comment](#)

### Update on Ebola Preparedness at Lehigh Valley Health Network

Comments: 0

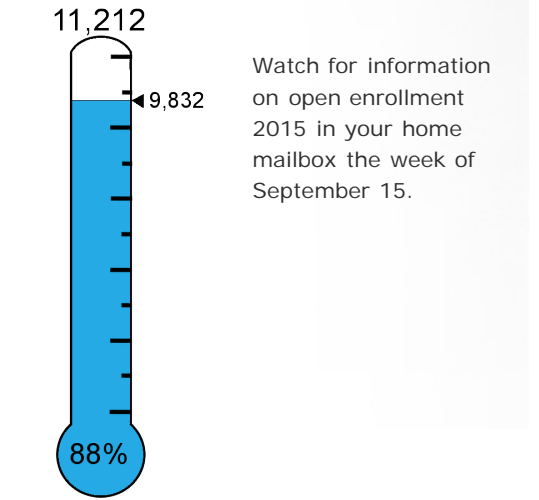
by Admin in Get News, Learn

\*\*\*This message is from Tom Whalen, MD, chief medical officer, and Jim Geiger, senior vice president, operations\*\*\*

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### We Reached 88%

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



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Ebola virus disease (EVD) is on everybody's mind. Right now there have only been three confirmed cases of EVD in the United States, according to the Centers for Disease Control and Prevention (CDC), and no confirmed cases have occurred in Pennsylvania.

While the likelihood of Lehigh Valley Health Network (LVHN) caring for a patient with EVD is very low, we are taking steps to ensure we are fully prepared. A team of more than 50 colleagues – including representatives from emergency preparedness, infectious disease and numerous other clinical and non-clinical departments – is leading the incident management team (IMT) effort to make sure we are able to care for anyone presenting with EVD symptoms while simultaneously maintaining a safe environment for all patients, visitors and colleagues.

Below is more about EVD in the United States, our preparedness plans, and how you can protect yourself, our patients and our visitors.

**Facts about EVD**

- EVD is spread by contact with blood or any other body fluid from a person with EVD infection. Infection is spread when infected body fluids come in contact with mucous membranes or breaks in the skin, or by sharps injuries.
- EVD is not transmitted through the air unless there is direct exposure to body fluid droplets from an infected person (e.g., coughing, sneezing or spitting).
- EVD is not transmitted from persons who do not have symptoms of the infection.

**EVD symptoms**

- Fever
- Chills
- Weakness
- Abdominal pain
- Vomiting
- Diarrhea
- Joint muscle aches
- Headache
- Lack of appetite
- Body aches

In severe cases, internal and external bleeding may occur. The illness begins an average of 8-10 days following exposure, but has been known to begin as early as two days and as late as 21 days.

To determine whether or not a patient with these symptoms has EVD, caregivers should ask the following questions:

- Have you traveled to West Africa within the last 21 days?
- If yes, what part of West Africa?
- What are your symptoms?
- Have you come in contact with anyone who has traveled to West Africa and has symptoms? Attended a funeral of an Ebola patient?

**Treatment**

There currently are no FDA-approved medications for treating EVD. The primary treatment is supportive care, including monitoring and replacing fluids and electrolytes, as well as providing transfusions if necessary. The goal is to provide care to EVD patients until their bodies can control the virus.

**What we're doing at LVHN**

In the event we care for a patient or patients with EVD presenting at any LVHN facility, we have a plan that will ensure we are prepared, protected and ready to respond. Here are the details:

**Prepare to detect**

The importance of recognizing EVD symptoms and asking specific screening questions is key to early detection of a potential EVD patient. Communicating relevant information to all members of the care team involved with treating a potential EVD patient is also very important.

**Prepare to protect**

LVHN is outfitted with a full array of appropriate personal protection equipment (PPE). We are using a two-tiered approach for PPE. The first tier should be utilized for early assessment and evaluation of a patient with possible Ebola. This PPE consists of shoe and leg covers, fluid-resistant gown, two pairs of gloves, N-95 respirator, hood and face shield. Tier One PPE will be disposed of in specialized drums as per CDC guidelines.

The second tier of PPE protection will be utilized by a core team of caregivers that is trained to put on (don) and remove (doff) an additional level of PPE when providing care for a high-risk or confirmed EVD patient. Tier 2 PPE will include the following: fluid resistant coveralls, powered air purifying respirators (PAPRs), head covers, double gloves and rubber boots— to ensure all caregivers are fully protected within CDC guidelines. Those wearing Tier Two PPE will undergo a decontamination prior to removing their PPE.

**Prepare to respond**

It is important to immediately contact the infection preventionist on call in the event a patient suspected as having Ebola is being evaluated. Contact the page operator for the person on call. Additionally an infectious disease consult should be placed to assist with a diagnosis. Once we determine that a high-risk EVD patient needs to be admitted, that patient will be cared for in an isolation unit that has rooms with “negative pressure,” meaning the air is drawn from the corridor, ventilated and then exhausted outside. In the event of an EVD admission, we have designated a specially outfitted portion of the 2 South unit at Lehigh Valley Hospital (LVH)—Muhlenberg for treatment of an EVD patient. This location can be readily secured to ensure the safety of patients and staff, and there will be no visitation allowed for any suspected EVD patient.

Should a suspected EVD patient be identified in one of our emergency departments, we will take precautions to triage them separately and securely from any other patients and will transport them to LVH—Muhlenberg 2-South as appropriate. If inter- or intra-facility ambulance transport is required, our LVHN MedEvac division has prepared a specialized hazardous materials team of trained critical care transport nurses and paramedics to ensure the patient is moved in a safe mode with the mobile critical care expertise needed to care for critical patients. Any triage areas or transport vehicles used will be fully sanitized afterward.

Caregivers and registrars throughout LVHN will be educated on how to respond appropriately in the event a suspected EVD patient enters one of our facilities. Steps to protect staff and patients are in place to ensure that the continuity of daily operations of our health network is not impacted. Protocols and plans have been developed to include designated isolation rooms in each emergency department, pathways to move high-risk patients while maintaining exposure precautions, as well as how to immediately sanitize areas involved to ensure both safety and a return to normal operations.

**Important points to remember:**

- For most people, the risk of contracting Ebola is extremely low. However, we are taking the risk seriously and therefore putting the appropriate plans in place to protect our staff and community.
- What we ask of you is to [review educational materials made available on TLC](#), practice strict hand hygiene, and not touch blood or body fluids without proper PPE.

As the situation with EVD in the United States is fluid at best, we will keep you apprised on any changes at LVHN. In the meantime, we encourage you to:

- Learn about EVD
- Review the updated PowerPoint about EVD and Tier One PPE
- Follow the CDC website <http://www.cdc.gov/vhf/ebola/> for timely national updates

Thank you for your dedication and professionalism in caring for our community.

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**Important Travel Information From**

Comments: 0

## Employee Health Services

10/22/14

by Admin in Get News

**\*\*\*This message is from Carol Guanowsky, director, employee health services\*\*\***

Due to the Ebola outbreaks in Liberia, Guinea and Sierra Leone, the CDC has advised that nonessential travel to those countries be avoided, and that enhanced precautions be practiced when traveling to the Democratic Republic of the Congo.

To complement the exit and entrance screening procedures already implemented in the affected countries and US airports, LVHN colleagues who are returning from travel to the West African countries of **Guinea, Liberia, Sierra Leone, the Democratic Republic of Congo and Nigeria** must notify employee health services before returning to work. Travelers will be screened by employee health for history of exposure and signs and symptoms as an additional layer of the screening process.

Travelers returning from the above countries should call:  
LVH-CC 610-402-8869, option 3 or LVH-M 484-884-7098

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## How Are We Doing Financially in Fiscal Year 2015?

July 1, 2014 was the first day of fiscal year 2015 (FY15) at Lehigh Valley Health Network (LVHN). At [October's Leader-to-Leader Meeting](#), chief financial officer Ed O'Dea broke down the numbers in the first of four financial updates he will provide in FY15. Are we off to a good start when it comes to finances, admissions, controlling costs and length of stay? Here are answers (based on data from July and August).

### We met our financial goals

We achieved an operating income (revenue minus expenses) of \$12.1 million, which is more than our goal and more than we achieved at this time last fiscal year. Our \$12.1 million operating income is 3.9 percent of our total revenue. The percentage – called our operating margin – also is higher than our goal. While we celebrate our accomplishments, we must continue to provide low-cost, high-quality care to give patients the best health care value.

### Reasons we're meeting our financial goals

- We're growing.** In the first two months of FY15, we've seen a .4 percent increase in acute admissions over last year. This breaks a 15-month streak during which we experienced monthly declines in acute admission compared to the prior year. Few U.S. hospitals are currently experiencing inpatient growth. We've also seen an increase in observation visits, Lehigh Valley Physician Group/Alliance Medical Group (Hazleton) visits, outpatient registrations (21 percent increase) and ExpressCARE/Careworks visits (87 percent increase) over the same period last fiscal year.
- We're successfully managing costs.** To measure our success, we monitor our "expense per patient encounter." This statistic takes into account our ability to manage costs in our hospitals, physician practices and Health Network Laboratories. Network-wide, our expense per patient encounter is 2.1 percent better than our goal.
- We're successfully managing FTEs (full-time equivalent employees).** While we have 149 more FTEs than we did at this point in FY14, we have significantly fewer FTEs than we budgeted for. Human resources colleagues are working hard to fill the many open positions that are available. In the meantime, colleagues are working hard and doing a great job giving our patients and families the quality care they expect and deserve.

### Opportunity for improvement

Length of stay is one area in which we can improve. We are not reaching our length-of-stay goals at Lehigh Valley Hospital and Lehigh Valley Hospital-Muhlenberg. Lehigh Valley Hospital-Hazleton is reaching its goal in this area. If you're a caregiver in one of our hospitals, talk with your team about ways to reduce length of stay during a department huddle.

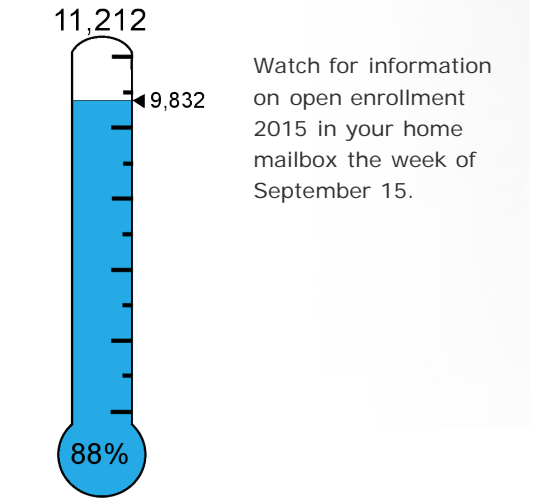
### The takeaway

During a time when admissions are down at hospitals across the nation, we're meeting our financial goals and achieving an operating margin higher than the previous fiscal year. It's because of your hard work and dedication, and our continued focus on The Triple Aim – better health, better care and better costs.

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This entry was posted by [Rick Martuscelli](#) on October 20, 2014 at 3:00 pm, 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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## Watch October's Leader to Leader Video

Do you want to know what's going on in our health network? Watch the Leader-to-Leader meeting. Leader-to-Leader meetings are held the third Thursday each month in the Lehigh Valley Hospital-Cedar Crest auditorium and simulcast to participants at Lehigh Valley Hospital-17th Street, Lehigh Valley Hospital-Muhlenberg and Mack Boulevard. Using a PowerPoint presentation as a guide, guest speakers share updates on key issues and initiatives.

Scroll down to view videos of each of the speakers.

(Please note you must be logged on to our intranet with Internet Explorer in order to access the videos. You also need to have Microsoft Silverlight installed on your computer. If the links do not open properly, try refreshing your browser. If you have questions or need assistance, please contact information services at 610-402-8303.)

**Leader to Leader videos:**

- [Intro and Honor Roll](#)
- [Service Star](#)
- [Financial Review](#)
- [Lean Self-Assessment Tool](#)
- [LVHN 2014 United Way](#)
- [News Flash](#)

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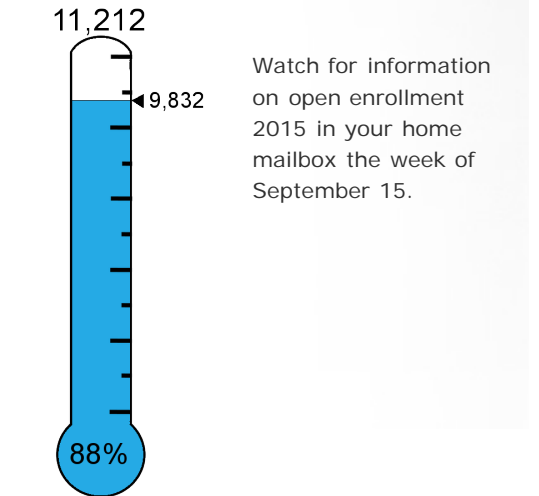
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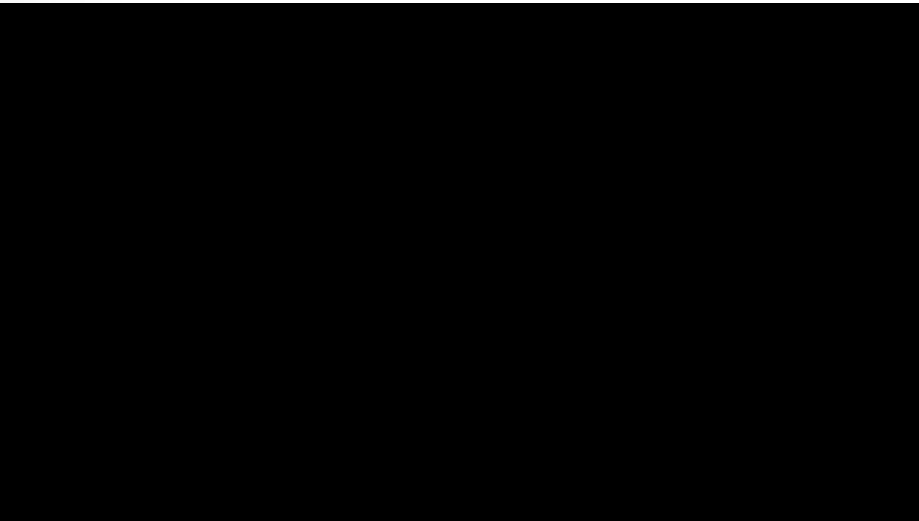
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## In the News: October – VIDEO

What do you know about cancer clinical trials at Lehigh Valley Health Network? You can get a crash course in clinical trials that are underway for melanoma and breast cancer in this month's LVHN in the News through several stories produced by WFMZ-TV 69 News. All the talk about Ebola recently has overshadowed earlier concerns about Enterovirus D68. But the virus remains on the minds of caregivers at LVHN as you'll see in this month's video. You also can learn more about a new grant that will give a funding boost to The Miles of Smiles dental mobile unit and the service it provides in the Allentown School District. If you want a better idea what the recent social media rage, the ALS Ice bucket challenge, could mean on a personal level check out the local PBS story of a woman living with ALS and how LVHN is caring for her and others. And remember the television show "The Wonder Years?" The actor who played the father on the show, Dan Lauria, also is an author of children's books and he visited the Children's Hospital to read to the patients.



### Other stories:

Read about LVHN's Ebola preparedness efforts and the annual Valley Preferred Spirit of Courage Awards celebration as reported by The Morning Call and The Express-Times respectively:

- [The Morning Call](#)
- [The Express-Times](#)

This entry was posted by [Brian Downs](#) on October 21, 2014 at 11:30 am, and is filed under [Get News, Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

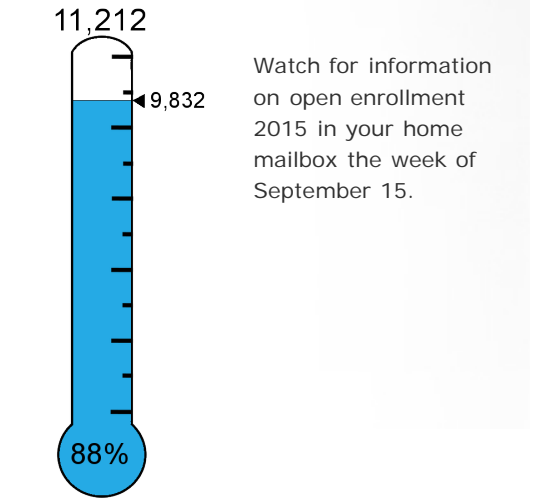
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## Wellness Wednesday – Get the Most From Your Step Tracker



If the longest journey begins with a single step, there's one tool that can start you on the path to better health: a pedometer app or step-tracking tool, such as a FitBit. These devices can help you achieve your goal of walking [10,000 steps per day](#).

"Using a pedometer to count your steps is a low-stress way to increase physical activity without making it a huge chore," says [Anna Keane, DO](#), a Lehigh Valley Health Network family medicine physician with [Lehigh Family Medicine Associates](#).

"Wearing a pedometer makes you more aware of how often you are on your feet and moving" says Robert Fatz, sports performance specialist at [LVHN Fitness](#).

**This week's wellness challenge:** Use a step tracking tool to improve your fitness.

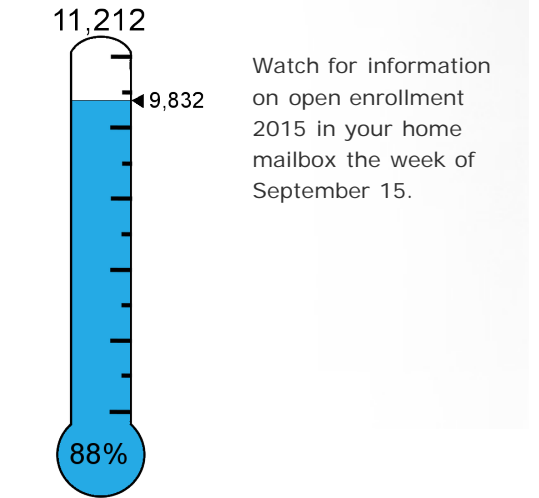
Here are tips to get started:

- **Use a simple model.** Some pedometer apps measure stride, count miles and even plot your location with GPS. Basic applications or tools are easier to use and often more accurate.
- **Check the accuracy.** Count 50 steps while using the tracker and compare your own tally with the unit's. Being off by one or two steps is considered accurate.
- **Set a goal.** To find your typical step count, use the tracker for a week while sticking to your regular routine. Then work on adding steps. Fewer than 3,500 steps a day is considered sedentary. [Walking just 10 minutes](#) a day can improve your overall health.
- **Imagine a destination.** Plot your progress toward a distant place, figuring one mile for every 2,000 steps. Logging miles provides a sense of accomplishment.
- **Increase intensity.** Use your treadmill's incline setting, walk up hills when you're outside, power walk or do intervals of fast and normal walking to build strength and endurance. Taking a cardio class provides about 5,000 steps in a single hour.
- **Look for opportunities.** Take a walk at lunch, walk your dog more or pace the supermarket's perimeter before doing your shopping. Extra steps add up.
- **Vary your route** to keep walks [interesting](#) or reverse your usual route to make it feel different. Don't have a regular route? Find one and walk it three to five times a week.

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How do you use a step tracking tool to help your exercise routine? Leave a comment and let us know.

This entry was posted by [Amanda Coe](#) on October 22, 2014 at 2:00 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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## Uniform, Shoe and Accessory Sale

The Auxiliary of Lehigh Valley Hospital is hosting a uniform, shoe and accessory sale. The latest uniform styles, prints and colors will be available, as well as professional work shoes from major manufacturers. The sale will be held:

**Tuesday, Oct. 28, 7 a.m.-5 p.m.**  
**Wednesday, Oct. 29, 7 a.m.-4 p.m.**

Lehigh Valley Hospital-Cedar Crest, Jaindl Pavilion, upper level

Cash, check, MasterCard, Visa, Discover and American Express will be accepted. Payroll deduction also is available to Lehigh Valley Health Network colleagues.

Proceeds from the sale will benefit the Auxiliary of Lehigh Valley Hospital.

This entry was posted by [Rick Martuscelli](#) on October 21, 2014 at 4:30 pm, 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.

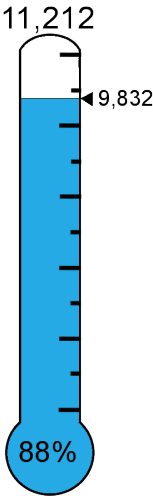
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Watch for information on open enrollment 2015 in your home mailbox the week of September 15.

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## Mission Central | Uniform, Shoe and Accessory Sale





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## Epic Preview: Pilot Training Takes Wing

Before Epic training launches in [December \(for wave 1 super users\)](#) and [January \(for wave 1 end users\)](#), pilot training sessions were held at One City Center last week to provide some of our colleagues with a preview of the upcoming classes. “Lehigh Valley Health Network’s (LVHN) Epic team welcomed a group of colleagues who previously participated in [validation sessions](#) to attend pilot training classes,” Dawn Fabian, LVHN Epic training coordinator, says.



The pilot training sessions offered not only a sneak peek at the content that will be covered during end user training, but gave participants hands-on experience in the Epic electronic medical record (EMR) environment they will eventually work in. At a session offered for practice managers and directors, Kimberly Kirsch, LVHN Epic instructional designer for [Cadence](#), welcomed their comments during the training class. “Today we are going to give you an idea of how we will train your colleagues to use [Cadence](#) and help you see what the end user will experience with it,” she said. “And anything you feel needs to be addressed will be added to our parking lot and then shared with the LVHN Epic team for follow-up.”

### Pilot Training Who’s Who

Colleagues from a diverse cross-section of future LVHN end users attended pilot training sessions, including:

- Providers** – medical, pediatric, cardiology, surgical, wellness, obstetrics and gynecology, physical therapy, occupational therapy, speech pathology, mental health, clinical support staff
- Billing** – [professional billing \(PB\)](#), charge entry, charge review, charge capture, claims, payment posting, insurance follow-up, credit specialist, remittance, front desk (PB), self-pay, guarantor pay, financial counselor
- Administrative and Clerical:** practice manager, front desk, clinical scheduler, central scheduler, customer service

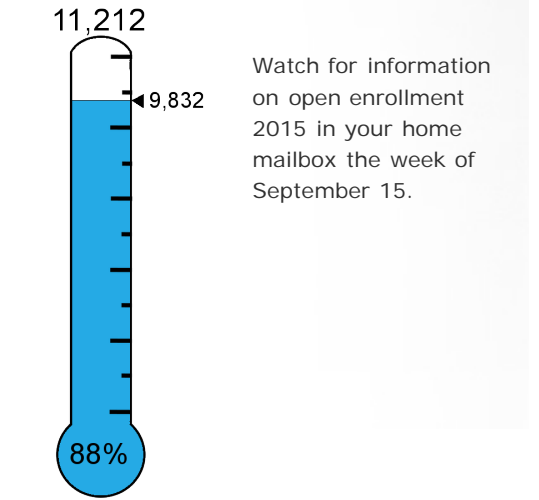
Not only was the pilot training experience helpful for end users to help answer questions and build excitement for go-live, it was also helpful for the trainers who will be responsible for training thousands of LVHN colleagues to use the Epic EMR. “This is a key time for trainers to see how their curriculum flows and how it is received by the learner,” Fabian says. “Pilot training is done in the same environment super user and end user training will take place in and gives the trainers an unbiased way to assess what’s missing or what we can do to explain a concept better.”

After pilot training wrapped up, the next phase of work begins: reviewing concerns sent to the Epic parking lot. “We want to thank everyone for participating in pilot

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training and sharing their valuable input,” Fabian says. “Your collaboration will help us address any disconnects between expectations and workflows that came up during the pilot sessions, and allow us to refine the curriculum we will present to all of our colleagues when end user training begins on January 5, 2015.”

**Your Epic Datebook**

**Now:** Wave 1 ambulatory super user training registration open on TLC

**Beginning October 27:** Wave 1 training assignments on TLC

**Beginning December 1:** Wave 1, ambulatory [super user](#) training AND [early bird Cadence training for front desk colleagues](#)

**Beginning January 5, 2015:** Wave 1 end user training

**January 16, 2015:** Deadline for Wave 2 inpatient super user applications

**Beginning February 4, 2015 through March 11, 2015:** PTO restrictions in effect for wave 1 colleagues

**February 18, 2015:**[Go-live for Wave 1, ambulatory settings](#)

**Beginning July 20, 2015 through August 14, 2015:** PTO restrictions in effect for wave 2 (inpatient) colleagues

**August 1, 2015:** Go-live for Wave 2, inpatient settings

Keep up with news about the LVHN Epic transformation on the [LVHN Epic intranet site](#).

This entry was posted by [Jenn Fisher](#) on October 23, 2014 at 2:15 pm, and is filed under [Get News](#), [Learn](#). 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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# Mission Central

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It's up to each of us.

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## Kelci Tkach, PA-C, Wants to Inspire Patients – VIDEO

Kelci Tkach, PA-C, found herself in and out of the hospital as a teenager. She was in the care of a passionate physician assistant who restored her to health.

Now, as a certified physician assistant in family medicine with Lehigh Valley Health Network, Tkach is able to follow in her footsteps and give the same care to others that she received. Her favorite part of being a physician assistant is having the time to sit down and get to know her patients.

“At the beginning of the day, my goal is to inspire someone and make a difference in their life,” she says.

She sees patients at [241 Claremont Ave.](#) in Hometown.

Get to know her with this video.

This entry was posted by [Amanda Coe](#) on October 22, 2014 at 4:15 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.

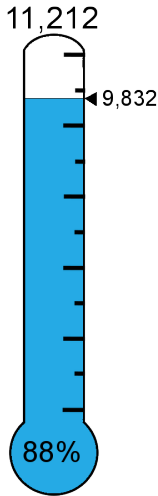
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**Welcome to Mission Central.** It's the place to get and share information about our health network. Here, you can share stories, ask questions, be inspired, celebrate our accomplishments, learn to be at your best and more. Visit frequently to stay energized at work and help make our mission possible.

### We Reached 88%

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



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

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## Mission Central | Kelci Tkach, PA-C, Wants to Inspire Patients – VIDEO

