

## Take the Colleague Engagement Survey April 9-23

You spoke and LVHN listened during our last colleague survey in 2016. Back then, 61 percent of colleagues in the Lehigh Valley and Hazleton participated. (Colleagues in Schuylkill County and the Poconos did not participate because they had either just joined or hadn't yet joined our health network.)

Since then, we used the answers you provided in the survey and took action to make LVHN an even better place to work. Here's a look at how LVHN turned your answers to action.



Your answers	Action
You asked for better health and wellness benefits.	LVHN Fitness is now free for colleagues. My Total Health, which includes many free health and wellness programs, was introduced.
You asked for more interaction with leaders.	You can hear from or speak with leaders during PRIDE Rounding, Town Halls, State of the Health Network, Casual Conversations, CEO Update and other leadership blogs, and more.
You said excellent service requires adequate staffing.	We're offering referral bonuses and recruiting at national conferences.
You want your ideas to be heard and considered.	We launched the Bright Idea Generator and implemented ideas shared at Town Halls.
You asked for professional development opportunities.	Free programs are now offered to all colleagues and a manager leadership academy was introduced to help you grow professionally.
You said colleagues should model PRIDE.	We updated our PRIDE behaviors and annual performance evaluation to better reflect values important to you.
You asked for a better understanding of your pay benefits.	An online statement is always available and a brochure was mailed home to help you understand your total rewards.
You asked for an overall better colleague experience.	We established a Colleague Relief Fund, added more financial planning seminars and enhanced our diversity, inclusion and fair treatment policies.

### TAKE THE 2018 COLLEAGUE ENGAGEMENT SURVEY APRIL 9-23

Now, it's time to turn your answers to action again in the next Colleague Engagement Survey. It will be held April 9-23. This time all colleagues are invited to participate, including those in Schuylkill County and the Poconos. Our goal is 100-percent participation. More information about the survey will be shared with you soon.

Until then, make plans to take the survey and encourage all colleagues to participate. We want to hear from you so we can turn your survey answers into action, and make LVHN an even better place to work and the employer of choice in the region.

### CALENDAR OF EVENTS

#### "Is it a Heart Attack?"

Community Info Event  
Wednesday, April 11  
6-7:30 p.m.  
Wall Auditorium

#### LVH-Schuylkill Auxiliary Gala

April 28, 6 p.m.  
Season's Restaurant  
at Mountain Valley

#### LVHN 5K Walk/Run

April 28, 10 a.m.  
Hazle Township Community Park

#### LVH-Schuylkill Skin Cancer Screening

May 12, 9-11 a.m.  
Outpatient Surgery Center,  
Schuylkill Medical Plaza

### HAPPY DOCTORS' DAY

March 30 is the day set aside each year to recognize physicians as part of National Doctors' Day. At LVH-Schuylkill, informal coffee breaks were set up in the Medical Staff lounges at LVH-Schuylkill E. Norwegian Street, LVH-Schuylkill S. Jackson Street and the Outpatient Surgery Center. In addition, small trays were sent to each of our LVPG practices in Schuylkill County. We thank all physician colleagues throughout our community and beyond for all that they do to serve our residents.



# SHAPING THE FUTURE WITH LEADERSHIP

## “Leadership is not a position; it is a verb.”

That was the takeaway message Regional Chief Medical Officer Larry Riddles, MD, shared this week with members of the Schuylkill Chamber of Commerce Leadership Class who visited LVH–Schuylkill as part of their program. “You already did the most difficult part by saying yes to be part of the program,” he said. “My hope is that you take what you learn and apply it within your own organizations; and never stop learning.”

Riddles was among several LVH–Schuylkill executives, clinicians and frontline providers who welcomed the group for a few hours on Tuesday. Topics included the history of local health care, improvements since our merger with LVHN including new medical practices and specialties, campus integration and construction projects, as well as a firsthand look at our Fast Track and Interventional Radiology Suite.

Now in its 28th year, Schuylkill Leadership is a program designed and sponsored by the Schuylkill Chamber of Commerce. The program helps ensure new, able and resourceful leaders who understand the problems and opportunities we face in deciding the future of Schuylkill

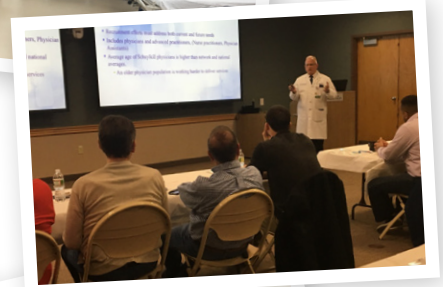
County will be continuously added to our community.

Chamber Executive Vice President Monica Walborn says the program was an excellent way to highlight the amazing services that are being brought to our community via LVHN. “Your team not only addressed the challenges this area faces, but the opportunities on the horizon that will move our community forward in a very positive way.”

Walborn’s participants gave their thumbs up as well. They walked away with a better understanding of our vision and truly felt LVHN’s commitment and passion to heal, comfort and care for the people of Schuylkill County.

### WHAT THE PARTICIPANTS SAID...

- ▶ Health care in Schuylkill County was my favorite presentation. The behind-the-scenes view of what they are doing to help lower costs for individuals, making it more affordable, was of greatest interest to me.
- ▶ It was very interesting to see the business end of the hospital.
- ▶ Learned a lot about what they do and why.



LVH-SCHUYLKILL

## Attend a Town Hall Meeting

### Thursday, April 12

- ▶ 7:30 a.m., LVH–Schuylkill E. Norwegian Street Wall Auditorium
- ▶ 9 a.m., LVH–Schuylkill E. Norwegian Street Wall Auditorium
- ▶ 11 a.m., LVH–Schuylkill S. Jackson Street conference rooms A and B
- ▶ 1 p.m., LVH–Schuylkill E. Norwegian Street Wall Auditorium
- ▶ 5 p.m., LVH–Schuylkill E. Norwegian Street Wall Auditorium

### Friday, April 13

- ▶ 7:30 a.m., LVH–Schuylkill S. Jackson Street conference rooms A and B
- ▶ 3 p.m., LVH–Schuylkill S. Jackson Street conference rooms A and B

### IN CASE YOU MISSED IT

Pediatric beds have been relocated to LVH–Schuylkill E. Norwegian St.

### WELCOME NEW COLLEAGUE

**Alison Peterson**  
Patient Access Associate

Be on the lookout: Packets have been mailed to colleagues celebrating service anniversaries in five year increments. Our Star Celebration is scheduled for late May. Details are coming.

## ACCESS: IT'S IN THE LVHN DNA



To make LVHN even stronger, we need **18,000 colleagues moving forward together** with a focus on our three positions of strength: access, experience and value. These three things are part of the LVHN DNA. That message was shared by LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, during his State of the Health Network Address.

Throughout LVHN, colleagues are focusing on access, experience and value. They're bringing the LVHN DNA to life.

Colleagues from LVPG Family Medicine—Hamburg, for example, are focused on giving people access to the care they need. In May, they were able to see 61 percent of new patients within seven days. It was an opportunity for improvement. Here is what they did to enhance access:

► **OUTSIDE-THE-BOX SCHEDULING** – Colleagues began reviewing schedules three weeks out to determine if they can change the length of some appointments. They knew which patients wouldn't need to be seen for 40 minutes because they were coming in for a follow-up appointment, for example. They then changed these 40-minute appointments to 20 minutes, freeing up time for new patients to be seen.

► **CARING AS A TEAM** – They began booking the second half of a 40-minute new patient appointment with a sick appointment. They use

teamwork to ensure both patients have a good experience during the visit. For example, one caregiver escorts the sick patient to a room while the other is finishing up with the new patient.

► **EMPOWERING COLLEAGUES** – They made changes to ensure nurses are working at the top of their license, giving them the autonomy to make certain patient care decisions without having to consult with a physician. This helps the practice run more efficiently and ensures patients receive the care they need quicker.

► **DETAILED DOCUMENTATION** – In medical records, caregivers are providing more detailed notes with rationale for treatment. This allows staff to review notes and provide answers to patients who call with questions without having to ask a provider.

With a little time, trust and teamwork, these colleagues are now operating at their best. In January, they saw 92 percent of new patients within seven days. Creating access is in their DNA, and LVHN is stronger because of them.

**Inspired by their great work?** Every day when you put on the LVHN badge, think about our DNA and what we're made of. Then, challenge yourself to bring our DNA to life.

**Look for more stories** in LVHN Weekly about colleagues focusing on access, experience and value.

## ENHANCE YOUR CUSTOMER SERVICE TECHNIQUES

**April 5**  
**10 a.m.-12 p.m.**  
**2-4 p.m.**

205 E. Laurel Blvd., Pottsville  
Second floor conference room

Patient Service Representative (PSR) Patient Experience Education Sessions are designed to enhance customer service skill development and direct patient communication. The training sessions are interactive with hands-on group work to ensure collaboration and standard work.

Colleagues in practices that have touchpoints with patient check in, check out and scheduling are encouraged to attend. This includes PSRs, cross-trained medical assistants and office coordinators. Talk with your manager/supervisor to see if you can be included.

[Click here to register.](#)



## LOCAL STUDENTS HELP PEDIATRIC PATIENTS



*(Front row, l-r) Lauren Kelly, Kyra Sophy, (back row, l-r) Diane McCarthy, RN, pediatrics, Armonia Paniagua, Laila Manou, Ryan Galen, Madison Eroh and Stacie Cromyak (advisor)*

**Thanks to students of the D.H.H. Lengel Middle School, Pottsville,** patients in our pediatrics department are benefiting from a little extra attention: “Busy Bags.” Advisor Stacie Cromyak, a fifth grade teacher, says the Student Council discussed several options for a community project. They unanimously chose to help pediatric patients at LVH–Schuylkill. Student Council represents students in grades five through eight at the local school.

“We are very proud of our students and what they are doing to help our community,” says Cromyak. Students worked with faculty to collect items such as coloring books, puzzles, crayons and other items that will keep a hospitalized child busy or active and not thinking about his or her illness. About 40 bags were donated to LVH–Schuylkill.



Patient Access colleagues Tanya Butler and Missy Morgan select daffodils from T-102 DJ RC of the “Five-o-clock Somewhere Morning Show.” RC was representing the American Cancer Society, Schuylkill Unit, as part of “Daffodil Days.”