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LVHN Weekly-Pocono

Lehigh Valley Health Network

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Open Enrollment is Oct. 22 to Nov. 9

Here is one important thing you need to know.

PRIDEpoints to Launch Oct. 29

It allows colleagues to thank, recognize and congratulate each other.

Improving Patient Access With Zocdoc

Patients can use it to find and schedule appointments.

Moving LVHN Forward With LEAP

It includes the implementation of systems, applications and technologies.

Watch October's Leader to Leader – Video

Topics: Enhancing the colleague experience, redesigning LVHN and more.

LVPG Practice of the Month – Photos

Meet colleagues at LVPG Surgical Oncology.

Get the Facts on Lung Cancer

You're invited to an event on Nov. 15.

Flyers, Phantoms and Concert Tickets

Get details about Rec Committee opportunities.

Inside the Mobile Mammography Coach

[Learn More](#)



Meet October's Service Stars

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Veterans Day Celebration

[Learn More](#)



LVHN news

Have a Hazard-Free Halloween

MyLVHN Spanish Now Live

Antidote to Too Much Screen Time

One Important Thing You Need to Know About Open Enrollment

by [Rick Martuscelli](#) · October 22, 2018

[Open Enrollment is Oct. 22 through Nov. 9](#) for colleagues network-wide.

To make the benefit selection process convenient for you, Open Enrollment is passive this year. That means the benefits you had in 2018 will continue in 2019, except for your Flexible Spending Account (FSA).

What you need to know:

You must complete Open Enrollment if you are making changes to your benefit, your dependents' benefits, or to elect an FSA in 2019.



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PRIDEpoints to Launch at LVH-Pocono Oct. 29

by [Rick Martuscelli](#) · October 25, 2018

Pride. It separates the ordinary from the extraordinary, and here at LVHN we have a lot to be proud about. Every day, colleagues go the extra mile to further our mission to heal, comfort and care. These extraordinary efforts deserve kudos, and our PRIDEpoints portal makes rewarding and recognizing colleagues fun and convenient.

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Beginning Oct. 29, PRIDEpoints will be available to colleagues at all LVH–Pocono facilities. To help you understand what this exciting recognition tool for colleagues is all about, here are some basic questions and answers.



What is PRIDEpoints?

PRIDEpoints is a digital platform that allows colleagues to thank, recognize and congratulate each other. It's also a place where leaders can celebrate and reward exemplary actions and efforts that support LVHN's mission.

How does it work?

The PRIDEpoints portal allows you to:

- **Get recognized** – Did you go above and beyond on a project or assignment? Did you go out of your way to make a patient, visitor or colleague feel special? PRIDEpoints allows your department director to recognize your efforts and reward you with points*.
- **Redeem reward points*** – If your director awards you points for exceptional effort, PRIDEpoints is the place to redeem them for great gifts. You can redeem your points right away or save them up for an even bigger gift. The online gift store is packed with fun and imaginative choices.

Send eCards – Is a colleague celebrating a birthday or other special occasion? Or maybe you want to say thanks, welcome a new team member or send someone condolences. With PRIDEpoints, you can send them an eCard and make their day.

- **Nominate a colleague for a Service Star/PRIDE Award** – It's now easier than ever to nominate a colleague who consistently exceeds our LVHN PRIDE service standards for a Service Star/PRIDE Award. In the PRIDEpoints portal, simply click on Recognition Programs and complete the easy online nomination form.

How are points earned?

The distribution of points will vary by department. Some directors may opt for group recognition like team lunches, while others will award points on an individual basis, and some may do both. Your director will explain how the program will work in your area.

What kind of gifts are available?

The extensive online gift store includes a large selection of gift cards for local establishments and retailers.

What kinds of eCards can I send?

Current cards topics are: Happy Birthday, Work Anniversary, Cheers, Thank You, Bravo, Sympathy and one focused on PRIDE.

Who can use the system?

PRIDEpoints is only accessible by colleagues employed by LVHN. The PRIDEpoints portal is available to colleagues in the Lehigh Valley, Hazelton and Schuylkill areas and starting October 29 to LVH–Pocono colleagues.

How do I get started?

Once you are given access to the portal, the PRIDEpoints icon will appear on your SSO toolbar. After you click the icon, you will be required to enter your LVHN login credentials. If you need login assistance or other technical support, please contact the IS help desk at 570-501-4889 or 610-402-8303. If you need assistance navigating PRIDEpoints or understanding its features, speak with your director.

Be sure to visit PRIDEpoints often starting October 29 and share in the celebration,

because the little things make a big difference.

*Colleagues represented by a union should check with their union on eligibility for “points.”

Improving Patient Access With Zocdoc

by [Rick Martuscelli](#) · October 23, 2018

This message is from James Demopoulos, Senior Vice President, LVPG Operations.

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Call, click or walk in. That's all people need to do to conveniently access the health care services they need at LVHN. Now there's a new place people can click to access our care.

LVPG is thrilled to announce an exciting new partnership with Zocdoc, the leading company that enables patients to find and instantly schedule doctors'

appointments online. This partnership will help give new patients convenient access to our services and enhance the experience for existing patients when scheduling an appointment online.



Rationale

As part of our commitment to provide convenient access, LVHN must be where people are going to schedule appointments. That's Zocdoc. Each month, millions of patients use Zocdoc to find a doctor, instantly book appointments online, get reminders about upcoming appointments and more. With Zocdoc, we will enhance the open scheduling capabilities we already provide to our patients. The easier we make it for patients to access our services, the more patients we will attract and retain.

Zocdoc overview

Zocdoc offers a free service that helps patients find a local provider who accepts their insurance. Zocdoc allows patients to see real-time availability for providers and instantly book an appointment online via the Zocdoc.com website or Zocdoc mobile app. Patients can find the right provider for their needs by searching by insurance, specialty, location, gender and/or languages spoken. Upon booking, Zocdoc also sends patients email and text message reminders about upcoming appointments to help reduce no-shows, as well as wellness reminders to help patients better manage their health.

Participating LVHN physicians

In October, select physicians from our family medicine, primary care, surgery, medicine, OB/GYN and pediatrics practices will go live on the Zocdoc platform. These physicians were chosen to participate because they have the capacity to accept new patients and are willing to perform the necessary prework to appear on Zocdoc. Participating physicians provide care in 44 locations across the Lehigh Valley and Poconos regions. Because the Zocdoc platform interacts with Epic to determine appointment availability, providers in Hazleton and Schuylkill County, where Epic is not yet live, are not participating.

Enhancing convenience

Zocdoc enhances the scheduling convenience already available at LVHN. Patients can:

- Call 888-402-LVHN (5846) to discuss their options and make an appointment.
- Visit LVHN.org to see and schedule first-available appointments with select providers.
- Schedule appointments, including screening mammograms for women age 40 and older, using the patient portal MyLVHN.
- Walk in to one of 18 ExpressCARE locations to receive care without an appointment for common illness and minor injuries.
- Have a video visit with an LVHN provider using the MyLVHN app.

We encourage you to share this exciting news with patients, family and friends as

we strive to give patients even more convenient access to quality care. That's what the people of our community expect and deserve.

Moving LVHN Forward With LEAP

by [Jenn Fisher](#) · October 22, 2018

This message is from Terry Capuano, RN, Executive Vice President and Chief Operating Officer, Tom Whalen, MD, Executive Vice President and Chief Medical Officer, and Kim Jordan, DNP, RN, Senior Vice President and Chief Nursing Officer.

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Get to know LEAP

This project is called LEAP, short for: **L**ehigh Valley Health Network **E**nterprise **A**lignment **P**roject. LEAP includes the implementation of 100+ systems, applications, and technologies that are standard to LVHN and are integral to the success of this project. A critical aspect of the project is the implementation of the existing workflows and processes that have been integrated with the Epic system.

At the heart of this integration is the implementation of the Epic electronic health record (EHR) system. Each part of LVHN's Epic EHR was created for and validated by the department or division it serves. Epic will provide access to data and evidence-based tools that will enhance patient safety, quality of care, provide improved population health and lead to increased efficiency of the delivery of care.

LEAP affects all colleagues

While our regional hospitals will experience the greatest change from LEAP, all LVHN colleagues will need to know about and help support colleagues during this technology transition. Already, colleagues from the Lehigh Valley sites have participated in clinical shadowing sessions to prepare clinical colleagues for workflow changes that come with Epic, and information services colleagues are laying the groundwork for hardware and software upgrades.

In addition, teams are forming to ensure we are ready operationally:

- Access and Revenue Cycle Readiness
- Clinical Readiness

For each of these groups, a site lead from each of the regional hospitals and from the Lehigh Valley will meet weekly to identify and mitigate gaps in the plan.

Depending on the need, colleagues from the regional hospitals and those from the Lehigh Valley will work collaboratively to determine how the existing Lehigh Valley workflows can be implemented in each area.

Stay in the loop with LEAP

Timely and accurate communication will help keep you informed about the progress of LEAP and how it will impact you or your department. You will receive information in a variety of ways, including:

- Standing meetings with your manager or hospital leadership
- LVHN Daily
- Epic Flash newsletter

As a preview, information about a variety of important topics will be shared in the coming weeks and months about topics like:

- Epic application training
- Other application training
- Go-live preparation activities

Our thanks

Moving LVHN forward as a fully-integrated, cohesive health network is the right thing to do for our patients. Thank you in advance for taking this “LEAP” with us – your dedication and flexibility is greatly appreciated.

If you have any questions about LEAP, please send them to: LEAP@lvhn.org.

Watch Leader to Leader – October 2018

by [Emily Shiffer](#) · October 24, 2018

Do you want to know what's going on in our health network? Watch these presentation from the October 2018 Leader to Leader meeting.

[Service Star/PRIDE Award Recipients](#)

[All About You: Creating a Better Colleague Experience](#)

[Center for Connected Care and Innovation Update](#)

[Lehigh Valley Heart Institute Update](#)

[LVHN Introduces Mobile Mammography Coach](#)

[Redesigning Our Health Network](#)



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LVPG Practice of the Month: LVPG Surgical Oncology–1240 Cedar Crest and Muhlenberg–PHOTOS

by [Marciann Albert](#) · October 26, 2018

LVPG Surgical Oncology’s recipe for success is one worth sharing. By working cohesively together, putting patients first, promoting an open-door policy and appreciating colleagues for their own individual efforts, this specialty practice has built a strong foundation for success.

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Colleagues at LVPG Surgical Oncology understand that a practice’s morale increases by having fully engaged staff that feel valued. Practice Manager Elizabeth (Beth) Billings says, “Colleagues here truly enjoy their jobs, display and demonstrate comradery, and know there are no lines drawn between clinical and nonclinical staff.”

The accolades speak for themselves. In fiscal year 2018 (FY18), LVPG Surgical Oncology achieved the following successes:

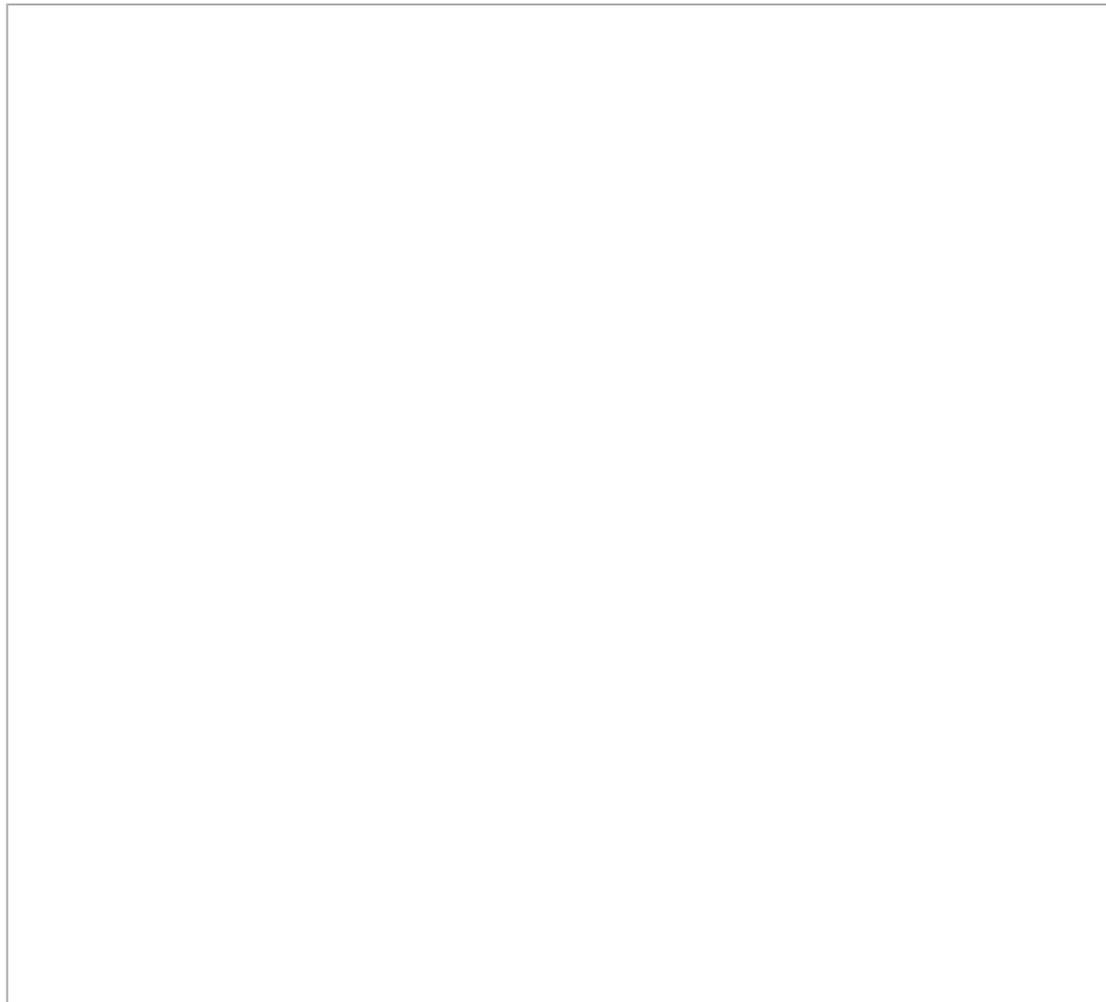
- Met all FY18 practice quality metric goals
- Received a certificate of achievement for their tremendous work
- Consistently rated above maximum on Press Ganey for “Patient Rating of Provider” and “Recommendation of Practice”
- Recognized for high employee engagement scores

“Much of this practice’s success can be attributed to each staff’s commitment to our health network’s service promise to see patients today, tomorrow, or the next day,” says Ashley Bubbenmoyer, Program Director, LVPG Oncology and LVPG Hematology Muhlenberg. “The practice retains high quality staff because of Beth’s exemplary leadership. She sets an example by reaching and establishing relationships with patients, empowering them to be part of the decisions on how they are cared for and what course of treatment to choose.”

Acknowledgement of colleague effort is quite commonplace here. Candace Neiman, Clinical Coordinator, notes that everyone puts patients first, highlighting patient satisfaction as a key driver of practice care. “All nurses are cross-trained into triaging what patients would call into the office for (i.e. drain care, ostomies, wound infections, post procedural questions),” Neiman says. “Voicemails are frustrating to patients. To enhance our patients’ experience, we established live calls. Every time a patient calls the office, they get a live person to talk to. They get answers faster, they don’t have to call back, and as a result, their anxiety is reduced.”

Another building block to success is ensuring appropriate alignment of patient referrals. Colleagues inform, review and promote the many services and treatments offered by LVPG Surgical Oncology.

Surgical oncologists not only recommend comprehensive, individualized surgical treatment plans. They pride themselves in explaining the surgical plan so that patients understand their condition, treatment focus, and the risks and benefits of therapies.





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A high-level overview of providers and their areas of expertise include:

[Heiwon Chung, MD](#)

- Papillary carcinoma > urgent thyroid cancer
 - Follicular carcinoma > urgent thyroid cancer
- Parathyroid

- Goiter
- Graves disease
- Hyperthyroidism
- Hyperparathyroidism
- Multinodular goiter

[Aaron U. Blackman, MD](#)

- Melanoma
- Lymph node biopsies

[Jeffrey T. Brodsky, MD](#) and [Aaron U. Blackman, MD](#)

- Esophageal
- Hepatocellular
- Gastric cancer
- Gallbladder
- Pancreatic lesions – whipple procedure
- Colon and rectal cancers
- HIPEC
- Sarcoma

[Lori A. Alfonse, DO](#) and [Heiwon Chung, MD](#)

- IDC – intraductal carcinoma
- DCIS – ductal carcinoma in situ
- PASH
- Birad 4A or B
- Birad 3 with bloody nipple discharge
- Papillary lesion
- Subareolar masses
- Gynecomastia (large breasts in male) **Alfonse Only**

[Linda J. Sesa, CRNP](#)

- Benign breast conditions
- History of breast cancer

- High risk – breast cancer
- Breast pain

To learn more about services, treatments and practice locations, visit the [LVPG Surgical Oncology](#) on [LVHN.org](#).

Get the Facts on Lung Cancer

by [Jenn Fisher](#) · October 25, 2018

If you're facing treatment and surgery, or just curious about getting screened for lung cancer, make plans to attend Lehigh Valley Cancer Institute's upcoming program to learn more.



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- **When:** Monday, Nov. 15, 5:30 p.m.
- **Where:** LVH–Cedar Crest Kasych Family Pavilion, Richard Fleming Educational Conference Center, Medical Imaging of Lehigh Valley Educational Conference Rooms 6, 7 and 8
- **Registration and info:** org/lungevent

Lung forum details

At this educational event

- Certified tobacco treatment counselor Lindsey Dietrich, with LVHN, will discuss how to quit smoking
- Diagnostic radiologist [Ken Cavorsi, MD](#), with Medical Imaging of Lehigh Valley, PC, will give an overview of lung cancer screening
- Surgeon [Richard Chang, MD](#), with LVPG Cardiac and Thoracic Surgery, will present the latest on robotic surgery
- [Eliot Friedman, MD](#), with LVPG Hematology Oncology, will describe the multidisciplinary thoracic clinic's approach to care

Speak with a family medicine provider to find out whether you are eligible for lung cancer screening.

Want to get up-to-date on lung cancer?

Register for this event at LVHN.org/lungevent or call 888-402-LVHN (5846) for information and to register. A light dinner will be served.

LVHN Exclusive: Phantoms and Wells Fargo Center Premium

Concert Tickets and Seating

by [Emily Shiffer](#) · October 22, 2018

The LVHN Recreation Committee is happy to present exclusive offers for the Phantoms and Wells Fargo Center tickets and seating to LVHN colleagues and their families.

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Phantoms Tickets

Saturday, Nov. 10, vs. Charlotte
at 7:05 p.m.

Tickets: \$23.50 each. Seats are in the ATTACK ZONE, where the Phantoms shoot twice, in Sections 112 and 113.



To purchase tickets, fill out [this form](#) and send with payment to:
Kelly Beauchamps, Patient Safety

Department

1251 S. Cedar Crest Blvd., Suite 204
Allentown, PA 18103

Saturday, Dec. 8, vs. Cleveland Monsters at 7:05 p.m.

Tickets: \$47 each, Private Sky Lounge Deck with full buffet; game seats in section 208

Buffet includes hot dogs with the fixings, burgers with the fixings, potato salad, house-made chips, assorted cookies/brownies and non-alcoholic beverages.

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

Kelly Beauchamps, Patient Safety Department

1251 S. Cedar Crest Blvd., Suite 204
Allentown, PA 18103

Wells Fargo Center Premium Seating

Looking to see a show in a club box or suite with a food/beverage package?

Below are the current offerings at the Wells Fargo Center. This offer is not for regular seating. As new shows are added in 2019, they may also be available for this offer.

Prices, locations and food/beverage packages vary for each. This is premium seating, so prices will reflect that.

For more information or to order, contact our LVHN representative, Dan Ryan, at 215-218-4329 or Daniel_Ryan@comcastspectacor.com.

2018 events

- **Gorillaz**-Thursday, Oct. 11
- **Maroon 5**- Friday, Oct. 12
- **Florence & the Machine**- Sunday, Oct. 14
- **Metallica**- Thursday, Oct. 25
- **Powerhouse**- Friday, Oct. 26
- **21 Pilots**- Sunday, Oct. 28
- **Josh Groban**- Monday, Nov. 12
- **Kevin Hart**- Saturday, Nov. 24
- **New Kids on the Block**: Date TBD
- **Michelle Obama**-Thursday, Nov. 29
- **Travis Scott**- Saturday, Dec. 1
- **Dave Matthews Band**- Tuesday, Dec. 11
- **Mumford & Son**- Date TBD
- **Justin Timberlake**- Monday, Dec. 17
- **Trans-Siberian Orchestra**- Friday, Dec. 21

2019 events

- **Fleetwood Mac**- Friday, April 5

- **Cher-** Saturday, April 20
- **Carrie Underwood-** Saturday, Oct. 5
- **Elton John–** Friday, Nov. 8, and Saturday, Nov. 9