

Jan. 26, 2018

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Opening Doors With PRIDE

Lynn Turner shares a story about PRIDE in action.

January Health Network Goals Update

How you can help and earn a possible bonus.

3-D Mammography Now at LVH-Hazleton

Schedule your annual exam at the Health & Wellness Center.

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Each donor will receive a \$5 cafeteria voucher.

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Wear Red on Feb. 2 for Heart Disease Awareness

Show your support for reducing risk.

LVHN Gets on National News for Innovative Flu Care

Mobile surge tent featured on NBC Nightly News.

First Available Appointment Scheduling Now Available

Available on LVHN.org for Lehigh Valley-based providers.

Leadership Rounds

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LVHN news

The Importance of 3-D
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A Hunger for Games

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Lynn's Turn: Opening Doors With PRIDE

BY LYNN TURNER · JANUARY 23, 2018

The woman had tears in her eyes. Standing next to her car in the LVHN–Mack Boulevard parking lot, this colleague was visibly upset. Her morning suddenly took a turn for the worse when she realized she had locked her keys in her car. Another colleague walking by noticed the woman's frustration and approached her, even though she didn't know her. The colleague placed her arms around the distraught woman, consoled her and offered to call security for help.

I also was in the parking lot that morning. What I saw touched me, and it told me a lot about what makes LVHN exceptional: our people. As I watched one colleague show empathy (one of our [PRIDE behaviors](#)) to another, I thought about the power of PRIDE. Three things came to mind:



- 1. PRIDE is for all colleagues, whether you work at the bedside or in an office.** We often associate PRIDE with patient care. While treating patients and their families with PRIDE is vitally important, PRIDE means more than that. In fact, our refined PRIDE behaviors start with the way we treat each other, and flow to our patients and community members. I guarantee that when the colleague who was having a bad day finally got to work, she was energized to do something special for someone else because someone was kind to her. PRIDE is contagious. When you experience it, you're driven to pay it forward.
- 2. PRIDE brings people together.** These women were colleagues, yet strangers. Not anymore. That one moment created a common and lasting bond between them. Another example comes to mind. Each member of HR's recruitment team recently pitched in to cook a meal for families staying at the Hackerman-Patz House. Their involvement (another PRIDE behavior) in the meal prep was good for team building. It reinforced in them that great things happen when you work together toward a common goal.
- 3. PRIDE opens doors (pun intended).** When barriers are removed, problems are solved and improvements are made. Here's another example, and it's something that happens every day. The respect (PRIDE behavior alert) exhibited during open and transparent discussions at department huddles often lead to innovative ideas that make our health network even better.

I'm sure you see PRIDE happening every day too. So, share your PRIDE stories by commenting on this post. Tell us about the ways colleagues are treating others with PRIDE. Remember: PRIDE is contagious. So, the more stories you share, the more we'll begin to feel PRIDE permeate our culture.

Thanks for making the PRIDE Promise and pass it on.

Lynn

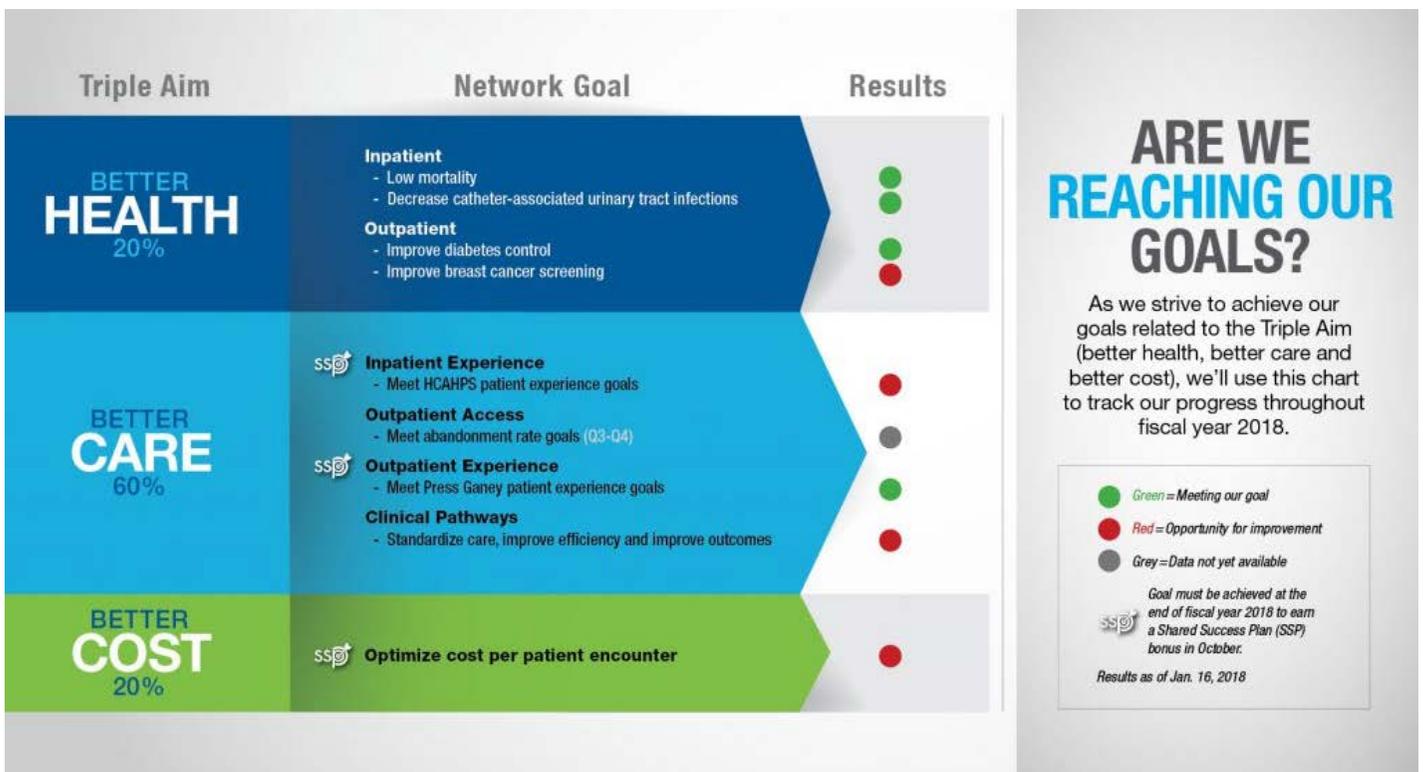


About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

Are We Reaching our Goals in January?

BY RICHARD MARTUSCELLI · JANUARY 24, 2018

We need your help. Currently, we are not meeting some of our health network goals (see chart). But if we work together, we can give the people of our community the better health, better care and better cost they expect and deserve, and possibly earn a bonus in the process.



Two of the goals currently in the red are linked to our Shared Success Plan (SSP) bonus. Remember, if we do not meet these goals or our health network’s financial goals, an SSP bonus (as well as other bonuses) may not be rewarded in October to eligible colleagues.

Here are things you can do to enhance our performance, turn our “red” goals “green,” and earn a well-deserved bonus later this year.

Improve breast cancer screening

- If you work in an LVPG practice, help women schedule their screening mammogram before they leave the office. Training on how to schedule with Breast Health Services is being offered through

February.

- Promote preventive screenings to patients, family and friends ages 40-75.
- Tell women with a MyLVHN account that they can schedule their own screening mammogram on the schedule page without a prescription.

Meet HCAHPS inpatient experience goals

- If you work on a patient care unit, make sure bedside shift report, hourly rounding and nurse director rounding are standard work.
- Talk with leaders during PRIDE Rounding and share your ideas about ways we can make the patient experience even better.
- If you're an inpatient unit director or medical director, visit the new HCAHPS data portal. It provides detailed feedback from patient surveys that you can use to develop plans to make our patients' hospital stay even better.

Optimize cost per patient encounter

- Continue to do everything possible to keep costs down, whether it is working more efficiently or using supplies prudently.
- Tell people how easy it is to access care at LVHN and encourage them to see us when they need care. Read the [Convenience Tool Kit](#) for details. The more people we care for, the more likely we are to achieve this goal.

3-D Mammography Now Available at Health & Wellness Center at Hazleton

BY JANE DANISH · JANUARY 24, 2018



The digital mammography team at the Health & Wellness Center at Hazleton is pleased to announce the addition of 3-D mammography, also known as tomosynthesis, to its line of women's imaging services. Women now have the option to choose between conventional 2-D mammography and advanced 3-D mammography when making an appointment for their annual mammogram.

3-D mammography is considered the gold standard for detecting breast cancer because it uses the best imaging technology available. A radiologist can view 3-D images of your breast in thin sections, much like the pages of a book.

The Health & Wellness Center at Hazleton uses Hologic™ Genius 3-D Mammography technology that takes multiple views of your breast top-to-bottom and side-to-side. It produces clear images for improved early detection of small lesions when cancer is easiest to treat, particularly in women with dense breast tissue.

Who may benefit from 3-D mammography?

All women can benefit from 3-D mammography particularly women with dense breast tissue, and those at

increased risk for breast cancer.

Are there other benefits to 3-D mammography?

A radiologist can see fine details more clearly, which leads to better accuracy and fewer callbacks for additional screening. 3-D mammograms detect 41 percent more invasive breast cancers. They also reduce false positives up to 40 percent. Your breasts will be in compression only a few extra seconds.

Do I need a prescription?

You no longer need a prescription for a screening mammogram unless you are younger than age 40 or have had a screening mammogram within the last 365 days.

Is 3-D mammography covered by my insurance?

2-D mammography is fully covered by all insurers. Coverage for 3-D mammography varies by insurance provider. Be sure to check with your plan to understand your 3-D mammography coverage.

Who will interpret my mammography images?



The Radiology Department is happy to welcome William R. Hearter, Jr., MD, with Medical Imaging of Lehigh Valley. Hearter is a full-time radiologist and lead mammography interpreter at the Health & Wellness Center at Hazleton. He received his medical degree from the Medical College of Pennsylvania in Philadelphia and completed his flex internship and residency in Diagnostic Radiology at the University of Rochester Medical Center (NY). He spent two years as a Commissioned Officer in the United States Public Health Service (USPHS) in Arizona and 30 years in private practice in Scottsdale, Az.

To schedule your mammogram call 888-402-LVHN (5846) or 570-501-6667 and request Digital Mammography Services or go to LVHN.org/mammo to learn more.

Give a Pint and Help Save a Life

BY [JANE DANISH](#) · JANUARY 22, 2018

Blood supplies are at a critical low. Please consider giving the gift of life during our next blood drive.

Date: Monday, Feb. 12

Time: Noon to 5 p.m.

Location: The mobile blood unit in the rear parking lot of the Business and Education Center at LVH–Hazleton.

Register today

There are three convenient ways to register:

- Call Lisa Marie Halecky at 570-501-4249
- Visit giveapint.org
- Walk in the day of the blood drive and register when you donate

Each donor will receive a \$5 cafeteria voucher.



Raise Awareness for Heart Disease in Women by Wearing Red Feb. 2

BY JANE DANISH · JANUARY 26, 2018

One in three women dies of heart disease and stroke each year. In fact, it's the number one killer of women. You can help raise awareness about heart disease when you Go Red on Friday, Feb. 2. Then join millions of mothers, sisters, daughters and friends who are making a change to a healthier lifestyle to reduce their risk for heart disease and stroke.

Help us show our community that LVHN supports heart disease awareness. Take a selfie wearing red or grab your colleagues for a Go Red group shot and send it to lvhn@lvhn.org. Please include your name, department and location along with other colleagues in the photo. Then watch for your photo on LVHN's social media channels.

Stay tuned for other fun Go Red activities that you and your colleagues can participate in. Look for more information next week.



LVHN Gets on National News for Innovative Flu Care

BY [SHEILA CABALLERO](#) · JANUARY 25, 2018

The flu is hitting communities hard across the country, including here at home. Emergency room (ER) volumes are up as more patients come down with high fevers, coughs, body aches and other flu-like symptoms. To address a surge in patients with the flu and other illnesses, LVH-Cedar Crest took an innovative approach to providing care that is once again garnering national attention, this time from NBC Nightly News.

The 2013 flu season was the first time we erected the mobile surge tent at LVH-Cedar Crest. We erected it again this year in the parking lot outside the ER to handle a rise in patient volumes since the holidays. The surge tent is outfitted with the same equipment and personnel as our permanent ER. That novel approach allows us to care for more patients, more quickly and still provide the great care LVHN is known for.



Want the First Available Appointment? Schedule on LVHN.org.

BY [JENN FISHER](#) · JANUARY 26, 2018

Sometimes scheduling an appointment quickly is the most important factor in the decision-making of our patients when choosing to establish care with a new provider. When new patients want an appointment fast in family medicine, internal medicine, obstetrics-gynecology, pediatrics or urogynecology, they are now able to see first available appointments in those specialties and schedule with a Lehigh Valley-based provider on the list.

“Providing this option puts more control in the hands of patients and also allows LVHN to ‘just say yes’ by offering appointments today, tomorrow or the next day online,” says Jim Demopoulos, Senior Vice President, Operations, LVPG.

Scheduling by first available appointment is just one more convenience among other call and click features that allows patients to schedule in the way they choose.

Schedule by Provider

If someone prefers to choose their provider first, they can go to LVHN.org’s Find a Doctor and schedule on the provider’s profile.

Schedule by Calling 888-402-LVHN (5846)

If someone prefers to call and discuss their options, they can call 888-402-LVHN (5846).

Schedule by First Available Appointment

If you have friends or family who may need a new provider quickly, refer them to LVHN.org. Opportunities to “Schedule Now” and “Make an Appointment” are available throughout the website, and it’s easy to schedule by first available appointment, as demonstrated here beginning on LVHN.org’s homepage.



Next choose your specialty.



Then choose your time – or filter by provider, location or day/time. And you're on your way to book that appointment.



What's next?

This isn't the only way new patients will be able to schedule appointments with us. Healthgrades.com is an independent website where patients learn about and choose providers. Soon Healthgrades.com will take that experience a step further by providing the option to schedule appointments with 120 LVHN (Lehigh Valley-based) providers via their website. "If we are going to be accessible and convenient, we must be available wherever patients are looking for us," Demopoulos says. "That means offering appointments outside of our own LVHN.org and MyLVHN.org patient portal."

This delivers the retail experience that today's consumers expect. Think about when you schedule direct with an airline versus going through a service like Orbitz. We, too, need to be accessible in many different ways.

More information about Healthgrades.com and appointments with LVHN providers will be shared in the next few weeks. Over time, this initiative will be inclusive of all our campuses.