

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, a new icon that will appear on any piece of communication containing information about a goal linked to our SSP bonus, the latest edition of Healthy You, information about screenings for blood pressure and BMI, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

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

Read takeaways from chief financial officer Ed O'Dea's quarterly update.

[Epic Parking Information Update](#)

Get important parking and weather-related information for those attending Epic training between Jan. 24 and Feb. 8.

[Optimization: It's "What's Next" on the Epic Horizon](#)

Once we hit our stride after go-live, we can find ways to enhance and perfect our new EMR.

[ExpressCARE or Emergency Room?](#)

Use this guide to learn where to go for care.

[Meet Jeffrey Brodsky, MD – VIDEO](#)

He has performed more than 100 complex pancreatic and liver surgeries last year.

[Rovinder Sandhu, MD: 'I Don't Leave My Patients Behind' – VIDEO](#)

Meet this surgeon who says his patients are always in his thoughts, heart and prayers.



Read the latest
issue of Healthy You



Learn what
this means

**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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How Are We Doing Financially Halfway Through Fiscal Year 2015?

At Lehigh Valley Health Network (LVHN), the start of the calendar year marks the midpoint of fiscal year 2015 (FY15). At [January's Leader-to-Leader Meeting](#), chief financial officer Ed O'Dea gave his quarterly update. He talked about our finances, patient volumes, costs and length of stay (based on data through November, unless noted otherwise). All of these are key factors in determining the current strength of our health network.

Here is how we're doing halfway through FY15.

We met our financial goals

We achieved an operating income (revenue minus expenses) of \$34 million, which is more than our goal and more than we achieved at this time last fiscal year. Our \$34 million operating income is 4.4 percent of our total revenue. The percentage – called our operating margin – also is higher than our goal, which was to achieve a 3.2 percent operating margin at this point of FY15. While we celebrate our accomplishments, we must continue to provide efficient, high-quality care to give patients the best health care value.

Reasons we're meeting our financial goals

- **Patients continue to come to LVHN for care.** Our patient volumes are strong, especially our number of acute admissions. Through December, we've had about 800 acute admissions more than our goal, with more than 270 of this favorable excess occurring in December alone. We've seen about 1 percent growth in acute admissions compared to last year. We've also had more outpatient encounters (up 20 percent) and ExpressCARE visits (up 79 percent) than last year. We've achieved this inpatient and outpatient growth despite being below our goal in the number of providers and patient visits at Lehigh Valley Physician Group practices. The LVPG shortfall is mostly a timing issue related to new practices and providers joining our team.
- **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 0.8 percent better than our goal.
- **We're successfully managing FTEs (full-time equivalent employees).** We've added colleagues in areas where the need is greatest. While we have 423 more FTEs than we did at this point in FY14, we are caring for more patients per FTE. From a financial standpoint, that's good. However, we must ensure colleagues can continue to provide the high-quality care our patients expect and deserve without getting worn out. That is why we continually monitor where the demand for care is high and low, so the number of FTEs can be adjusted accordingly. Right now, the demand for our care is high in nearly every area, and recruitment to fill positions needed is occurring. That's good news.

Opportunity for improvement

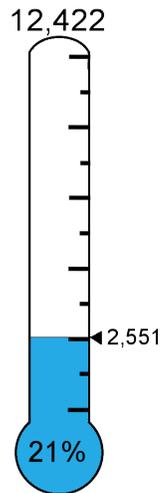
Length of stay is one area in which we can improve. We are not reaching our length-of-stay goals at Lehigh Valley Hospital (LVH) or LVH-Muhlenberg. The result: It becomes more challenging to have beds available when patients need them, which affects us financially. If you're a caregiver in one of our hospitals, talk with your team during a department huddle about ways to reduce length of stay.

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Help Us Reach Our 'Better Health' Goal!

Many colleagues have already gotten their biometric screenings for blood pressure and body mass index.



There's still time to [Know Your Numbers](#), win prizes and help us reach our shared success plan goals (SSP).

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The takeaway

We continue to be the No. 1 choice for health care in the Lehigh Valley and continue to wisely manage costs. These are the reasons we are financially strong halfway through FY15. Your hard work and dedication, and our continued focus on The Triple Aim (better health, better care and better cost) make it happen.

This entry was posted by [Rick Martuscelli](#) on January 21, 2015 at 10:00 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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Epic Parking Information Update

Please share this information and [the Epic parking information flyer](#) with all colleagues who will attend Epic training between Jan. 24 and Feb. 8.

The parking information flyer includes:

- Parking deck locations for Epic learners
- Walking directions to LVHN-One City Center
- Security and escort information
- Events in downtown Allentown that will affect parking between Jan. 24 and Feb. 8

Epic Training: Bad Weather

Q: If the weather's dicey – and you're supposed to go to Epic training – who should you call?

A: The Epic Training Hotline: 610-402-EPIC (3742).

When you call 610-402-EPIC, here are your message info and voicemail options:

- 1: Alerts about any weather or emergency situation that impacts training times at the arena.
- 2: Parking deck addresses and GPS coordinates.
- 3: Leave voicemail regarding the Super User or Provider Champion programs
- 4: Leave voicemail regarding end user training

IF training is cancelled or delayed, Option #1 will have that message. Otherwise, plan on extra time to travel to downtown Allentown for training class.

This entry was posted by [Jenn Fisher](#) on January 23, 2015 at 2:17 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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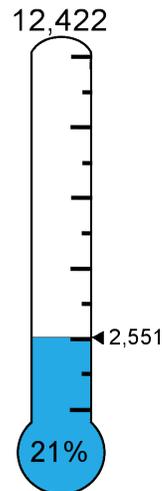
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< Pancreas and Liver Surgery at LVHN: Meet Jeffrey Brodsky, MD – VIDEO Epic Parking Information Update >

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Optimization: It's "What's Next" on the Epic Horizon

What's on your calendar in 27 days and counting? The chorus sings: Wave 1 LVHN Epic Go-Live on February 18. We know you know that. What about optimization? Do you know when it happens, or even what it is? Optimization is a crucial and planned part of the Epic transformation. Optimizing will help us make improvements to the LVHN Epic electronic medical record (EMR) system so it works better for us as a network, and improves how we serve our patients.



Light Bulb Moments

Imagine you are at your practice, interacting with patients and using the LVHN Epic EMR. As days, weeks and months go by, you become more and more confident with the EMR system and your new workflows. With that confidence and ease-of-use, you may identify processes that could be improved upon. Those "light bulb moments" are key to optimization. Jot down your thoughts for improvement or efficiency. They may become part of an action plan to improve and optimize the LVHN Epic EMR.

Some Improvements Are Not Optimization

There will be some issues that crop up during Wave 1 Go-Live – things that must get fixed. Those fixes aren't considered optimization. They are operational necessities that our information services colleagues and Epic will address during those early Go-Live days. Those issues are more in the category of Epic hiccups (and headaches) but aren't optimization. Optimization helps us perfect the system once we get it stabilized.

When Does Optimization Happen?

Let's just say, optimization **won't** happen on day 2. There is a built-in stabilization period for you and your colleagues to become familiar with the new registration, scheduling, EMR and billing system and workflows. A date has not been set for optimization to begin – part of that allows adequate time for stabilization and part of that allows flexibility if certain parts of the EMR need quicker optimization action.

The LVHN Epic team is currently defining team members who will put optimization into motion and define how issues will be prioritized and then implemented. In the meantime, realize that you have an important role in the optimization of our new EMR. Your ideas will help us continually improve and optimize the LVHN Epic EMR after go-live and beyond.

Wave 2 Super User Kick-Off

Today, the new Wave 2 super user team attended kick-off sessions (held in the morning and afternoon) at LVH-Cedar Crest, LVH-17th Street, LVH-Muhlenberg and LVHN-Mack Blvd. to welcome them to the super user program and introduce them to their role and responsibilities. More than 1,000 Wave 2 super users will attend early LVHN Epic training in May so they can provide at-the-elbow support to their unit or department colleagues when [Wave 2 Go-Live occurs on August 1](#).

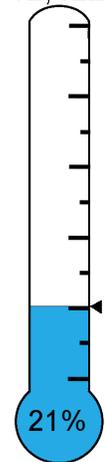
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Wave 1 Ambulatory Calendar

Now: Register for Wave 1 end user training on TLC **and** [complete your prerequisite courses](#)

Now: Technical Dress Rehearsals (TDR) and Application Dress Rehearsals (ADR) in ambulatory settings

Jan. 5–Feb. 6: Wave 1 end user training

Feb. 4, 2015–March 11, 2015: PTO restrictions in effect for Wave 1 (ambulatory) colleagues

Feb. 7–8: Wave 1 conversion weekend

Feb. 9: Wave 1 [Cadence](#) Go-live

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

Mid-2015 and beyond: Optimization

Wave 2 Inpatient Calendar

Now: Wave 2 inpatient equipment delivery and set-up

Now through May 1, 2015: Wave 2 testing

March 23–27: Wave 2 pilot training

May 11–31: Wave 2 super user training

June 1–July 26: Wave 2 end user training

July 20, 2015–Aug. 14, 2015: PTO restrictions in effect for Wave 2 (inpatient) colleagues

Aug. 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 January 22, 2015 at 5:49 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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< Motivational Monday: Do or Do Not

Rovinder Sandhu, MD: 'I Don't Leave My Patients Behind' – VIDEO >

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ExpressCARE or Emergency Room?

Whenever an illness or injury occurs, you need to decide the best place to go for medical care. Your first option should always be to contact your primary care provider. If his/her office isn't open, try ExpressCARE or an emergency room, based on the medical condition.

Lehigh Valley Health Network offers ExpressCARE without an appointment, 365 days a year. We treat common illnesses and minor injuries. It's a convenient option to a hospital emergency room. Wondering what conditions could be easily treated at an ExpressCARE and what conditions must be seen at an emergency room? Here's a quick guide for some common conditions.

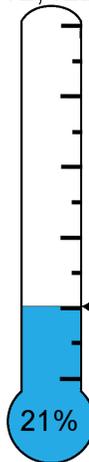
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ExpressCARE	CONDITION	ER	ExpressCARE	CONDITION	ER
X	Allergies			Loss of consciousness	X
X	Animal bites <small>(rabies vaccine at ER only)</small>		X	Minor fever, colds	
X	Back pain		X	Minor headache	
	Broken bone (open wound)	X	X	Nausea	
X	Broken bone (no open wound)		X	Poison ivy	
X	Bronchitis		X	Rashes	
	Chest pains (severe)	X		Severe abdominal pains	X
X	Chest pains (from cold or bronchitis)		X	Severe shortness of breath	X
	Cuts (deep)	X		Sinusitis	
X	Cuts (minor)		X	Sprains, strains	
X	Cough, sore throat			Stroke signs <small>(numbness, speech slurring, vision changes)</small>	X
	Coughing up blood	X		Suicidal feelings	X
X	Ear pain		X	Wounds (minor)	
X	Eye swelling, irritation			Wounds that won't stop bleeding	X
X	Flu				
X	Flu shot				
	Head injury	X			

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ExpressCARE

Allentown • Bangor • Bath • Bethlehem
 Bethlehem Township • Hazleton • Macungie
 Moselem Springs • Nazareth • Whitehall



610-402-CARE LVHN.org/expresscare

Get a list of [ExpressCARE locations and hours](#).

This entry was posted by [Kyle Hardner](#) on January 20, 2015 at 11:00 am, and is filed under [Get News](#), [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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Pancreas and Liver Surgery at LVHN: Meet Jeffrey Brodsky, MD – VIDEO

Jeffrey Brodsky, MD, has been able to reduce the time it takes to perform the Whipple procedure for removing tumors from the gastrointestinal tract by about three hours. It's just one of the benefits of choosing a surgeon with extensive experience.



Brodsky has performed more than 100 complex pancreatic and liver surgeries in just the last year, which translates to fewer complications and better outcomes for his patients.

"I don't like cancer. I like taking it out and getting people back to normal health," he says. Learn more about his expertise in this video.

He sees patients at [Lehigh Valley Surgical Oncology](#).

Meet more of our surgeons at [LVHN.org/surgery](#).

This entry was posted by [Alyssa Young](#) on January 22, 2015 at 11:15 am, and is filed under [Connect with Colleagues](#), [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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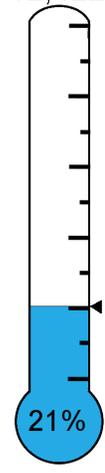
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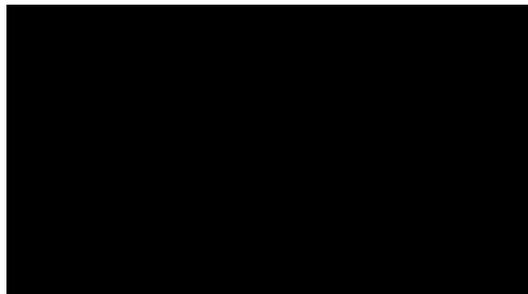
We are producing videos of our doctors and advanced practice clinicians (APC) to help our community find trustworthy health care providers. We will share them here to introduce you to these colleagues. You'll learn about their personality, philosophy of care and inspiration for practicing medicine. These videos are embedded in our website's [Find a Doctor](#) tool, where you can learn about each provider's educational background and more. Enjoy!

You might meet [Rovinder Sandhu, MD](#), because something unexpected happened to you or a family member that requires critical treatment. He wants to get his patients back to normal as quickly as possible, and he involves family members in their care.

Sandhu is a board-certified surgeon with Lehigh Valley Health Network who also is board-certified in surgical critical care. He sees patients at [Surgical Specialists of the Lehigh Valley](#) in Allentown.

"I don't leave my patients behind," he says. "They're always in my thoughts, in my heart, in my prayers."

Get to know him with this video.



This entry was posted by [Alyssa Young](#) on January 20, 2015 at 3:04 pm, and is filed under [Connect with Colleagues](#). [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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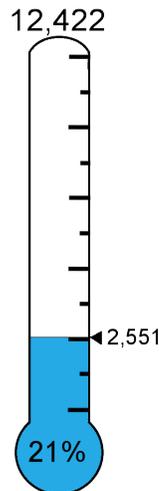
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