

There's a lot going on at 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, the latest editions of Healthy You and Magnet Attractions, Terry's Take, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

## [The Latest On the Epic Launch: So Far, So Good – PHOTOS](#)

Get a glimpse into Go-Live day, which affected more than 1,000 providers in 141 practices.

## [Wave 1 Epic Launch](#)

Chief medical officer Tom Whalen, MD, congratulates colleagues who helped make it happen.

## [New Website, Practice Names for LVPG](#)

It reflects all our LVPG practices' new identities and makes it easier for you to identify and interact with LVPG's 1,000-plus health care providers.

## ['Know Your Numbers' Winners, Additional Screening Opportunity Announced](#)

Get screened at Health Spectrum Pharmacy–17th Street today and see who won a \$100 restaurant gift certificate.

## [SELECT Students Visit India on Volunteer Mission – PHOTOS](#)

They are working, observing and studying with other medical students from around the globe at the Institute for Indian Mother & Child.



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<< Wave 1 Epic Launch

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## The Latest On the Epic Launch: So Far, So Good – PHOTOS

Rose Fritz arrived at her job as practice director of [LVPG Obstetrics and Gynecology-1245 Cedar Crest](#) shortly before 7 a.m. today feeling a little nervous and not knowing what to expect. The much-anticipated day had finally arrived for our LVPG practices and ambulatory sites to transform our electronic medical record systems into one integrated system, LVHN Epic. Go-Live day affects more than 1,000 providers in 141 practices, so you can bet Fritz wasn't alone in her nervousness.



"As I was driving in this morning, I was wondering if the program will work, if the printers will work, things like that," Fritz says. "I'm a super user so I've had the extra Epic training. I really didn't expect big problems. Still, this is the first day of actually using it, and it's a huge undertaking. There's no way to know for sure how it will go."

The first patient walked into the office at 7 a.m. Medical assistant Olivia Ishak had the honor of being the practice's first colleague to use Epic. "It went pretty smoothly," Ishak says. "I had to remember my training and figure out what information went where at first, so that took a bit more time than usual. But it went well. We only had one small problem."



Colleagues from LVPG Obstetrics and Gynecology-1245 Cedar Crest, (L-R) Rose Fritz, Lizzy Hittinger, Sharon Fuller and Olivia Ishak, explore the new Epic electronic medical record.

The co-pay credit card processing didn't work upon checkout. Several practices reported the same problem to the Epic command center, based at 1247 S. Cedar Crest Blvd. Credit card processing is being done during check-in until the issue can be resolved. That workaround was among today's "regular tips" being issued from the communication command center. Those tips and a daily newsletter will continue to be distributed throughout the Epic transformation to keep users informed about the process.

"That's a pretty common glitch," says Dave Hardamon, one of 300 consultants

fluent in Epic from the Divurgent health care consulting firm who were on hand at the LVPG practices to assist in the transformation. "Other than that, things have gone very well here."

LVHNs chief information officer Harry Lukens was at the command center this morning. He reported that technically, the new system was performing very well. That doesn't mean the call center wasn't fielding a lot of calls with various concerns. More than 200 people were buzzing around the command center poised to work on any issues reported with the new system.

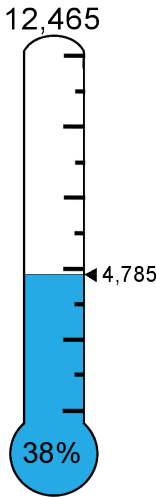
"Let's remember that LVHN used GE

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



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Healthcare’s Centricity medical record system for 20 years, and today we’re moving to an entirely different system,” Lukens says. “This is a learning process for everybody, and it will likely take several days for it all to run smoothly.”

If an Epic user at a practice ran into a problem today, Jim Gigler, director of information services, says the first sources for a solution were the practice super users and the on-site consultants. If the problem persisted, a call went into a colleague at the command center, who would log an issue ticket that would move to an analyst with the necessary expertise to address it.

In addition to the credit card problem, other practices reported issues with the electronic signature function or initial logins for users. “We expected some hiccups,” Gigler says. “That’s normal with the go-live of any system.”

Lukens asks colleagues to be patient as LVHN adapts to Epic. “We have some 2,000 users on a new system,” Lukens says. “We have a long way to go.”

**View a photo gallery of colleagues throughout the network during today’s Epic launch:**



Brian Thompson, lead subject matter expert, and Michael Ferragame, subject matter expert, resolve issues called into the command center.

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## Mission Central | The Latest On the Epic Launch: So Far, So Good – PHOTOS





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## Wave 1 Epic Launch

\*\*\*This message is from Tom Whalen, MD, chief medical officer, Michael Rossi, MD, MBA, president, Lehigh Valley Physician Group (LVPG) and Harry Lukens, senior vice president and chief information officer\*\*\*

Colleagues,

Wave 1 Epic Go-Live day has arrived at LVHN and LVPG. Congratulations to all who have contributed their expertise and effort to bring the Epic electronic medical record (EMR) system to our LVPG practices and LVHN ambulatory sites during this first wave of our Epic EMR implementation.

Since selecting Epic as our EMR vendor, we have been preparing for and looking forward to this day for almost two years. Our goal when we started this transformation process was to improve the flow of patient information across our network and remove barriers (and silos) that prevented that communication from happening. Beginning today, our ambulatory practices and sites can now utilize **one chart for one patient**.

All colleagues can look for a story later today on Mission Central to get some insight into what's happening behind the scenes as day 1 of Epic Go-Live takes place. To support Wave 1 colleagues, the LVHN Epic command center will send communications during the day with updates about any issues that occur and tip sheets to help address them.

Again, thank you for your commitment as we launch a new era in electronic medical records at LVHN and LVPG. Your engagement in this process will make the difference in how this transformation is achieved as well as how it is perceived by our patients and our community.

This entry was posted by [Admin](#) on February 18, 2015 at 7:33 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.

### One comment

Pamela Riddell 2 DAYS AGO

Congratulations to our ambulatory staff, Epic project team and all who are supporting the project! What a monumental task and important service to our community. I'm proud to be part of this great organization.

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12,465

4,785

38%

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## New Website, Practice Names for LVPG

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\*\*\*This message is from Michael Rossi, MD, MBA, president, Lehigh Valley Physician Group (LVPG) and Jim Demopoulos, senior vice president, LVPG operations \*\*\*



It's a transformational week for all of us here at LVHN. In addition to launching our Epic electronic medical record system, we're also unveiling the new Lehigh Valley Physician Group website at [LVHN.org/lvpg](http://LVHN.org/lvpg). It reflects all of

our LVPG practices' new identities and will make it easier for you to identify and interact with LVPG's 1,000-plus health care providers.

You, your friends and neighbors can use the new [LVHN.org/lvpg](http://LVHN.org/lvpg) to:

- **Find your practice's new name** either by providing your practice's old name or by downloading a complete list of old and new practice names.
- **Request an appointment** by filling out the "request an appointment" form; we'll get back to you by phone to schedule your visit.
- **See videos of our providers** that help you get to you know your provider professionally and personally.
- **Sign into MyLVHN or learn how to activate your account.** MyLVHN will allow you to securely communicate with your provider, see your test results, request prescription refills, review your personal health information and request an appointment within our new Epic electronic medical record system. Learn more at [MyLVHN.org](http://MyLVHN.org).

At [LVHN.org/lvpg](http://LVHN.org/lvpg) you'll also learn more about LVPG, which includes more than 140 practices in 45 specialties. It includes neonatal care to pediatrics, primary care including family and internal medicine and women's health, through just about every specialty and subspecialty you or someone you care about may require.

Please note that our LVPG practice name changes will be phased in throughout this calendar year, and you may see communications that include a practice's old name and its new name. This will give our patients time to adjust and will help LVPG fully transition to its new identity.

As LVHN colleagues, we encourage you to share these important messages with your friends, family members and neighbors throughout our community.

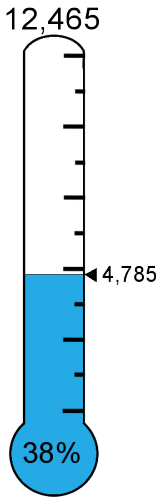
If you have any questions or want to learn more, call 610-402-CARE.

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## Congratulations to our 'Know Your Numbers' Heart Month Winners; Get Screened at Health Spectrum Pharmacies the week of Feb. 16



Congratulations to our Know Your Numbers February Heart Month celebration winners, Amit Sareen, MD, with LVPG Emergency Medicine and Erik Hanssen from central scheduling. Sareen and Hansen submitted their blood pressure (BP) and body mass index (BMI) numbers to employee health. Sareen is the winner of a \$100 gift certificate to Kome at The Promenade Shops and Hanssen won a \$100 gift certificate to Grille 3501 in Allentown. There's still time for you to win too.

Each week in February, we'll draw a new winner from our total pool of participants. On February 23rd, we'll be awarding a \$100 gift certificate to The Hamilton in downtown Allentown. Lots of other prizes will be awarded throughout the rest of Fiscal Year 2015, including Fitbits and

two \$500 VISA gift cards. But you have to participate to be eligible.

### Get screened at Health Spectrum Pharmacies the week of Feb. 16

We've added convenient screening times and locations the week of Feb. 16. Visit a Health Spectrum Pharmacy Services location on one of the following days to complete your screening and have your numbers sent to employee health.

Tuesday, Feb. 17  
Health Spectrum Pharmacy—Cedar Crest (Fitting Room)  
8 a.m. to 4 p.m.

Wednesday, Feb. 18  
Health Spectrum Pharmacy—Muhlenberg (Fitting Room)  
8:30 a.m. to 4:30 p.m.

Friday, Feb. 20  
Health Spectrum Pharmacy—17th Street (Center for Healthy Aging)  
8 a.m. to 4 p.m.

### Make your numbers count



Get your biometric screening and self-report your numbers to employee health. When you do, you'll learn more about your individual risk for disease and help LVHN meet its "better health" goal so we can all be eligible for a Shared Success Plan (SSP) bonus at the end of the fiscal year.

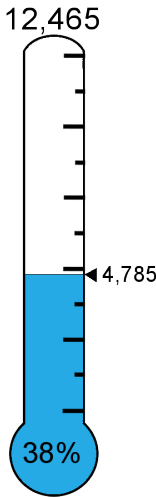
Have questions about Know Your Numbers? Read our FAQs or download our biometric

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screening form so you can self-report your biometric health numbers today.

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This entry was posted by [Sheila Caballero](#) on February 16, 2015 at 4:04 pm, 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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## SELECT Medical School Journey Takes Three Future Doctors to India on Volunteer Mission – PHOTOS



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Kyle Correll, Aresh Ramin and Aleksandra Yakhkind are SELECT medical students on a mission trip in India.

Kyle Correll, Aresh Ramin and Aleksandra Yakhkind, all members of what will soon be the first class to graduate from the [SELECT medical school partnership](#) with the USF Health Morsani College of Medicine and LVHN, are spending February fulfilling one of their last course assignments on the other side of the world.

The three students – all fourth-year medical school students practicing within LVHN – currently are volunteering at the [Institute for Indian Mother & Child](#) in Kolkata, India. There, they work, observe and study with other medical students from around the globe as part of a learning experience that takes healing to another level.

“In a very real sense, it’s a hands-on encounter with what our SELECT program is all about,” says LVHN family medicine physician and SELECT faculty member [Sweety Jain, MD](#), with [Lehigh Valley Family Health Center](#). “It combines the practicing of social and community medicine with a close look at India’s health system. It’s also an examination of the daily challenges women and children face in India and how this institute is taking steps to help them meet those challenges.”

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The India volunteer mission is one of several month-long elective options away from LVHN that are available to fourth-year SELECT students as a graduation requirement. This was the only international option, coming about through a three-year grant from Anderson Trust.

SELECT – which stands for Scholarly Excellence, Leadership Experiences and Collaborative Training – is a medical school partnership that began in 2011. The program includes two years of study at USF Health’s Tampa, Fla., campus, followed by two years of practical experience at LVHN, with additional training in leadership skills, the fundamentals of health care systems and values-centered patient care.

The mission trip challenges all the proficiencies sought in SELECT students – the intellectual perspective, empathy, creativity and passion to change patient care, the health of communities and the medical profession. “They get to work around outpatient clinics as well as inpatient settings,” Jain says. “They’ll also travel out to remote villages to help with care. But their experience in India goes far beyond medicine.”

The Institute for Indian Mother & Child was founded in 1989 by Sujit Kumar Barhmochary, who once served as medical director for Mother Teresa. It is dedicated to the empowerment of women in a society. All volunteers get involved in instilling improved living and working skills for women. They also help with instructing children on ways to attain better health and nutrition.

“It’s certainly a dramatic change in culture for our students,” Jain says. “We had many training sessions here for what they could expect, but it’s quite another thing to actually be there living it. They’ll carry the benefits of this experience with them throughout their careers.”

Formal graduation ceremonies for the first SELECT class are scheduled for April 17 in St. Petersburg, Fla.

Above, see a photo gallery from the medical students’ mission trip. [Also watch a video about volunteering at the institute.](#)

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