

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 Better Medicine, our new LVPG website, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news.

[LVHN Fitness Adding Family Pricing for Memberships](#)

Changes will begin March 1 in response to requests from colleagues.

[New Insurance Coverage Now Available to Colleagues](#)

New Supplemental Life and Dependent Life insurance programs are now being offered to benefit-eligible colleagues through The Hartford, a leading group life insurance carrier.

[Epic Central: The Go-Live Command Center](#)

Colleagues in the command center helped us get through the first week using Epic without any insurmountable issues.

[Service Anniversary List – March 2015](#)

Happy anniversary to all colleagues celebrating a career milestone at LVHN in March.

[HIPAA Tip #2: Get Permission When Visitors are Present](#)

Get practical advice you can use to help keep patients' health information protected.

[What's Happening in March 2015](#)

Take a Culture of Wellness class, give blood, attend a VALIC seminar, book a trip to NYC through the recreation committee and get a discount at a local restaurant.

[She Won a \\$100 Gift Card and You Could Earn a Prize Too](#)

Learn who won and how you can enter to win by reporting your BP and BMI to employee health as part of our "Know Your Numbers" goal.

[Nurses Share How Huddles Increased Nurse Satisfaction, Clinical Outcomes and Patient Safety](#)

Read the article featured in American Nurse Today authored by three LVHN nurses.



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**Read the latest
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READ LEHIGH VALLEY HEALTH NEWS

a blog on LVHN.org containing
timely health information and
health network news.

LVHN Fitness Adding Family Pricing for Memberships

It's becoming clear. "Terry's Take" is a popular place for colleagues to provide ideas and feedback on Mission Central. For the second time this month, LVHN Fitness will be making an adjustment in response to colleague comments made on the blog authored by chief operating officer Terry Capuano, RN. In the blog, she encouraged colleagues to stay well using the [Culture of Wellness benefits program](#).



Prompted by a suggestion by LVH-Cedar Crest gift shop manager Patrick Hafth, LVHN Fitness will be offering family pricing for memberships beginning March 1. Pricing for colleagues remains the same – \$44 per month to use any facility, including LVHN Fitness-One City Center, LVHN Fitness-Cedar Crest and LVHN Fitness-Muhlenberg. LVHN Fitness-Mack Boulevard is also open to colleagues during the work week.

Pricing for family members includes:

- a 5% discount for a second family member
- a 25% discount for a third family member
- a 50% discount for a fourth family member, and the same discount for each family member beyond

A colleague must be an LVHN Fitness member to have family members qualify for the family discount. Call any [LVHN Fitness](#) location for more information on membership types and pricing details.

The other change resulting from comments to "Terry's Take" was an [extension of hours at LVHN Fitness-Muhlenberg](#). The facility is now open weeknights until 9 p.m. to allow better access for colleagues who regularly work past 7 p.m.

This entry was posted by [Ted Williams](#) on February 23, 2015 at 9:53 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.

One comment

Crystal Walker 3 DAYS AGO

It's so awesome to be able to stay well by using the Culture of Wellness benefits. It's a shame that those employees that do not have Choice Plus are not able to take advantage of this benefit. Think that might change in the future?

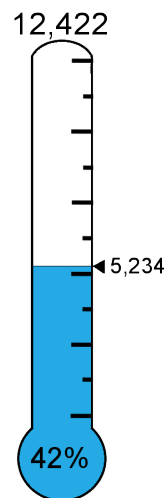
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KNOW YOUR NUMBERS

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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New Insurance Coverage Now Available to Colleagues



New Supplemental Life and Dependent Life insurance programs are now being offered to benefit-eligible colleagues at group rates. Coverage is provided through The Hartford, a leading group life insurance carrier, and will be effective April 1, 2015.

From March 2-16, The Hartford is offering colleagues a limited-time opportunity to enroll for these important benefits up to the guaranteed acceptance amount with no medical questions asked. This limited-time enrollment opportunity for Supplemental Life with AD&D insurance allows you to:

- Enroll in Supplemental Life with AD&D insurance in increments of \$25,000 up to the lesser of five times your annual salary or \$500,000. If you enroll in more than \$250,000 of coverage, you must provide evidence of good health.
- Purchase spouse coverage of either \$25,000 or \$50,000, provided you elect employee Supplemental Life coverage.
- Elect dependent coverage of \$15,000 for each child up to age 26, provided you elect employee Supplemental Life coverage.
- Enroll with no medical questions asked for spouse and dependent coverage or the Supplemental Life with AD&D, up to the guaranteed issue amount.

Attend a benefits session

Sessions will be held at locations throughout our health network. [Check the schedule](#) and make plans to attend. You'll have the chance to meet a representative from The Hartford, ask questions and get more details.

If you cannot attend a benefits session, you can watch a pre-recorded webinar on the [LVHN human resources intranet site](#). HNL colleagues should visit [HNL's human resources page](#).

Enroll in Lawson March 2-16

Follow these steps:

- Click the Lawson tab on your SSO toolbar
- Log on to Lawson with your user name and password.
- Click "Employee Self-Service" on the left side of the page.
- Click "Benefits" in the drop-down menu.
- Click "Benefits Enrollment" in the drop-down menu and begin your enrollment.

Have questions?

If you have questions about the Supplemental Life and AD&D programs, call a representative from The Hartford at 1-877-426-6483.

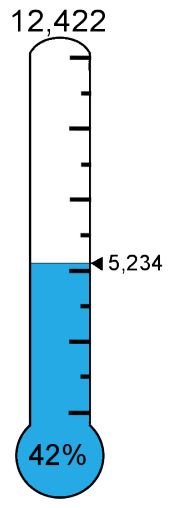
If you have questions about enrollment, call a member of the LVHN human resources benefits team at 484-884-3199. HNL colleagues should call HNL's human resources department at 484-425-5520.

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Epic Central: The Go-Live Command Center

It's just been over one week since Wave 1 Go-Live for the LVHN Epic electronic medical record (EMR) system launched. While there have been some issues during Go-Live, none has been insurmountable – and that's part of the beauty of the systematic, problem-solving approach that's been implemented during Go-Live at the LVHN Epic Command Center, located in the 1247 Cedar Crest building.

Who's in the House

The command center is the hub for information gathering and decision-making during Go-Live. In all, more than 150 people have been enlisted to manage any issues related to Go-Live. Here's who has been on the scene from morning until night every day since February 18:

LVHN/LVPG Executive Leadership: Each morning, leaders from LVHN and LVPG meet to discuss top issues that have been called into information services support center (610-402-8303,) as well as talk about issues that they may have heard about from LVPG practices. They go over various metrics like patient wait time, length of appointments and revenue. Someone from this group is always on-site.

Project Leaders: Colleagues who headed up Epic application or hardware initiatives are located in the command center. In addition to taking calls alongside their colleagues, they delegate issues for resolution and handle information sharing during shift change.

Logistics Team: Representatives from LVHN Epic and Divurgent (the consulting firm we've hired to provide at-the-practice support,) huddle in the Logistics room to make decisions about sending extra help to a practice that may need assistance. For instance, a site may have a super user call out sick or they just need extra help to deal with a task they have having trouble with, such as posting bills. The Logistics team has a few extra people they can send when extra at-the-elbow help is needed.

CareTech Team: If you happened to call in a request for help on an Epic issue, it's possible you received a call-back from a member of the CareTech team (also on-site for Go-Live.) CareTech members are experts in various Epic applications and can talk you through the process or can remote-in to your computer to help you see the process.

Credentialed Trainers: A group of Epic credentialed trainers is on-hand to develop tip sheets to help resolve commonly called in questions. These 'how-to' information sheets are posted on the [LVHN Sharepoint site](#) and each practice's super nova super user is notified via pager when new tip sheets are made available.

Provider Support: A group of LVHN providers takes calls in the provider support room. This team can answer questions about using the system as a provider uses it, as well as help explain the personalization process.

Change control: Since Epic is an integrated record, any change to the system can create a ripple effect that affects other parts. That's where the change control team comes into



LVHN Epic project director Rick Kerr confers with Jim Demopoulos, LVPG senior vice president for operations at large computer screen in the Epic Command Center. The screen shows minute-by-minute metrics such as total active and resolved Epic cases during Wave 1 Go-Live.

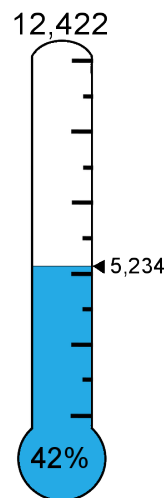
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play. Meetings are held three times a day to review all proposed changes. Decisions to support or defer are made in these meetings, and when end users will be broadly affected, appropriate communications are prepared for them.

Communications Team: If you work in an ambulatory site, you have received multiple communications managed by the LVHN Epic communications team. The AM and PM versions of Epic Flash Daily have kept Wave 1 colleagues up-to-date with information they need to manage key issues. In addition, when tip sheets (developed by credentialed trainers) are ready, this team notifies the super nova super users. The team also helps prepare PowerPoint presentations used at various command center meetings during the day, including the LVHN/LVPG executive leadership meeting and super user call-in meeting.

Epic team: A team of application experts and project managers from Epic Inc. is on-hand for our Go-Live, as well. With their years of experience managing other go-lives, they have perspective to escalate certain issues for quick resolution or assure us that things are going well.

Your Epic Calendars

Wave 1 Ambulatory

Jan. 5–Go-Live: Wave 1 end user training

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

Mid-2015 and beyond: [Optimization](#)

Wave 2 Inpatient

Now: Wave 2 inpatient equipment delivery and set-up

Now through May 1, 2015: Wave 2 testing

March 13: Wave 2 Managers' Fair

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](#).

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Lehigh Valley Health News Digest: Feb. 23-27

Service Anniversary List – March 2015

Happy Anniversary to all colleagues celebrating a career milestone at Lehigh Valley Health Network in March!

35 Years

- Patricia Cressman, operating room
- Roxann Frey, radiation oncology
- Suzanne Holveck, pharmacy
- Michael Kemmerer, engineering
- Patricia Portner, neuroscience unit
- Curt Saeger, engineering
- Sandra Schmiedel, PACU

30 Years

- Susan Cassium, medical records
- Rosemary Cerimele, risk management
- Lisa Coleman, Epic
- Brenda Deysher-Mohr, Cancer Center multi-purpose area
- Ralph Erickson, TLC
- Karen Fox, credentialing services
- Maryann Godshall, PICU
- Susan Steigerwalt, Breast Health Services
- Lynette Yoder, TNICU

25 Years

- Melissa Barna, ambulatory surgical unit
- Codie Gold, emergency department registration
- Jose Gonzalez, supply distribution services
- Paulette Thomas, adult psychiatry unit

20 Years

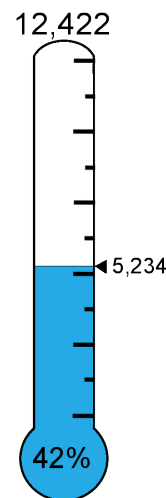
- Jody Mitch, LVPG Internal Medicine-West Broad
- Maureen Sawyer, case management
- Karen Velas, information services

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15 Years

Robert Allman, respiratory care services
Richard Boulay, LVPG Gynecologic Oncology-1240 Cedar Crest
Demitria Cachia, nuclear medicine
Jamie Fink, pharmacy
Shirley Gonzales, LVPG collections
Michelle Menio, audit and compliance services
Barbara Nissenbaum, neonatology
Bonnie Poehler, 5T
Mayra Thomas, LVPG Neurology-1250 Cedar Crest

10 Years

Patricia Anderson, medical records
Rachel Andes, Outpatient Burn Center
Anthony Buchman, crisis intervention
Jennifer Core, pharmacy
Brooke Damweber-Volkert, LVPG Pediatrics-Trexlerstown
Linda Dao, EMR management
Debra DeEsch, LVPG General and Bariatric Surgery-1240 Cedar Crest
Debra Doddy, LVPG Bariatric Medicine-1243 Cedar Crest
Loretta Fahringer, 7C
Ashley Falk, 402-CARE
Cheryl Fliszar, LVPG Maternal Fetal Medicine-3900 Hamilton Blvd.
Nancy Gratz, department of family practice
Daniel Grim, patient accounting
Michael Joliat, engineering
Gerard Judge, Epic
Kristin Keenan, LVPG Obstetrics and Gynecology-Valley Center Parkway
Kelly Kisenwether, LVPG Obstetrics and Gynecology-Laurys Station
Yvonne Knox, home care
Jill Kostenbader, LVPG Hematology Oncology-Muhlenberg
David Lorchak, pharmacy
Benjamin Maldonado, 402-CARE
Kathy McCusker, Breast Health Services
Tami Meltsch, 7T
Daisy Ortiz, rehabilitation services
Darlene Peterson, employee health services
Elke Rockwell, OACIS
Ryan Roth, patient transport services
Jacqueline Snyder, adult psychiatry unit
Deborah Swoyer, information services
Joel Vargas, pharmacy

Mary Vaughn, LVPG Urology-1250 Cedar Crest

5 Years

Danielle Beahm, Regional Heart Center-Medical

Richard Becker Jr., MedEvac

Carolyn Beitler, rehabilitation services

Brittany Bowen, LVPG Urology-1250 Cedar Crest

Delma De La Cruz, 4K

Beth Feger, progressive coronary care unit

Kimberly George, LVPG Family Medicine-Laurys Station

Teresa Green, MICU/SICU

Michele Holland, LVPG reimbursement

Jenna Kern-Ongsueng, home care

Bernice Kocher, Lehigh Valley Physicians Practice

Lauren Kover, adult psychiatry unit

Mary Ann La Rock, legal

Carla Leslie, Weight Management Center

Anthony Mercurio, courier services

Ruth Ocasio, radiation oncology

Sharon Saks, emergency department

Nilsa Snyder, float pool

Warren Stevens, medical records

Heidi Trinkle, rehabilitation services

Shawnee Wilson, TOHU

Dorthea Zaleski, ultrasound

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HIPAA Tip #2: Get Permission When Visitors are Present

HIPAA, or the Health Insurance Portability and Accountability Act, is a federal law that protects the confidentiality and security of health care information. As health care professionals, it's our responsibility to follow HIPAA guidelines to ensure our patients' medical information is protected. To help you, we post a new HIPAA Tip each month.

HIPAA Tip #2: When a patient has one or more visitors and you are ready to discuss health information, be sure to get the patient's permission before you begin the conversation. Say, "I am going to be discussing your care with you. I am asking your visitors to please step out of the room until we are finished." This should be done at each patient encounter.

LVHN privacy officer Melissa Blihar says this is the best way to handle the scenario. "It takes the responsibility off the patient, who may feel awkward asking a visitor to leave, and puts it on us," she says.

If the patient says the visitor(s) can stay, it's OK to start the conversation. However, we should never assume the patient would want the visitor(s) to hear any personal information.

For privacy issues, contact LVHN privacy officer Melissa Blihar at melissa.blihar@lvhn.org or 484-884-1410.

For compliance issues, contact LVHN director of compliance service Cory Flickinger at cory.flickinger@lvhn.org or 484-884-1965.

To file a report anonymously, call 1-877-895-2905 or visit LVHN.ethicspoint.com.

[Read previous HIPAA Tips.](#)

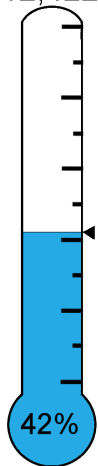


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12,422



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What's Happening in March 2015

You can always find out what's happening at Lehigh Valley Health Network (LVHN) by clicking the "Schedules" tab at the top of Mission Central.

Culture of Wellness

Starting March 2 – Monday Morning Moms

March 2, 11, 15 and 30 – Maternity Tour

Starting March 5 – Mom-to-Mom Support (at LVH-17th Street)

March 5 – Breast-feeding Baby (at LVH-17th Street)

March 5 – Preparing for Childbirth (three-week series)

March 7, 26 – Breast-feeding Baby

March 9, 25 – Car Seat Check Event

March 9 – CPR (at LVH-17th Street)

March 9 – Surviving the Toddler Years Parent Workshop

March 10 and 17 – Baby Care (two-week series)

March 11 and 12 – Preparing for Childbirth (at LVH-17th Street)

March 12 and 26 – Postpartum Support

March 14 – Preparing for Childbirth (one-day class)

March 15 – Sibling Tour

March 16 – CPR Family and Friends

March 22 – Baby Care (one-day class)

March 28 – Preparing for Childbirth (one-day class)

Blood Drive

March 5 – LVH-17th Street auditorium, 8 a.m.-1 p.m. Please register at giveapoint.org.

Events

March 25, 26 and 27 – LVH-Muhlenberg Auxiliary flower sale, in front of cafeteria, 8 a.m.-6 p.m.

March 27 – LVH-Muhlenberg Auxiliary \$5 Jewelry Sale, ECC rooms B and C, 7 a.m.-4 p.m.

VALIC – Social Security Seminar

VALIC Retirement, the company managing our retirement plans, will host this seminar at the following locations:

March 10 – 12-1 p.m., LVHN-Mack Boulevard room 6B

March 11 – 12-1 p.m., LVH-Cedar Crest ECC room 5

March 19 – 12-1 p.m.; LVH-17th Street auditorium

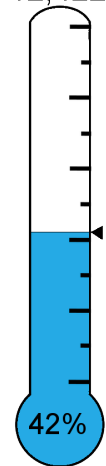
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March 25 – 12-1 p.m.; LVH– Muhlenberg ECC room D

Registration is required to attend one of these seminars. [Click here to register](#) and enter one of the following codes:

For LVHN-Mack Boulevard seminar: LVHALL11BA

For LVH-Cedar Crest seminar: LVHALL11AO

For LVH-17th Street seminar: LVHALL11AL

For LVH-Muhlenberg seminar: LVHBET11AL

VALIC Retirement advisors are available to help you at:

LVH-Cedar Crest:

Jeff Hofmann: 610-402-8801

Michael Ryan: 610-402-8801 (advisor for LVPG colleagues)

LVH-17th Street:

Tim Schroyer: 610-969-2625

LVH-Muhlenberg and Health Network Laboratories:

Kevin Gertz: 610-392-9912

Recreation Committee

May 31 – Gourmet Shopping in New York City

Contact [Roberta Meckes](#) for details.

June 6 – Bronx Zoo Trip

Contact [Louise Rheiner](#) for details.

June 20 – New York On Your Own

Contact [Brandi Haja](#) for details.

Employee Discount

[Rodizio Grill – Allentown](#)

2805 Lehigh Street

610-351-2900

Show your LVHN ID badge and receive 20 percent off a full lunch or dinner (for the LVHN colleague and one guest).

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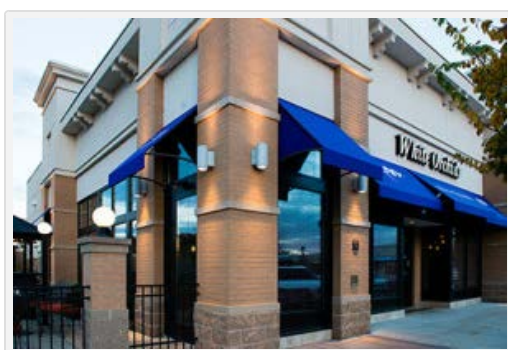
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Congratulations to Our Week Three 'Know Your Numbers' Heart Month Winner

February is Heart Month, and we're celebrating by giving away a \$100 gift certificate each week to one lucky "Know Your Numbers" participant.

Marianna Badelita, RN, at LVH—Cedar Crest is this week's winner. She submitted her numbers and won a \$100 gift certificate to The Hamilton Kitchen & Bar in downtown Allentown. You can win too. Simply get screened and submit your blood pressure (BP) and body mass index (BMI) to employee health through one of our many [convenient options](#).



Next week we'll be giving away a \$100 gift certificate to [White Orchid](#) at The Promenade Shoppes.

Participate this week and you could win our final Heart Month prize of a \$100 gift certificate to White Orchid at The Promenade Shoppes. You'll also be entered to win [other great prizes](#) like our grand prize drawings for two \$500 Visa gift cards on June 30.

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 screening form](#) so you can self-report your numbers today.

This entry was posted by [Sheila Caballero](#) on February 24, 2015 at 2:11 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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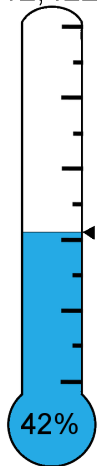
Welcome to Mission Central. It's the place to get and share information about our health network. Here, you can share stories, ask questions, be inspired, celebrate our accomplishments, learn to be at your best and more. Visit frequently to stay energized at work and help make our mission possible.

KNOW YOUR NUMBERS

Help Us Reach Our 'Better Health' Goal!

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

12,422



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

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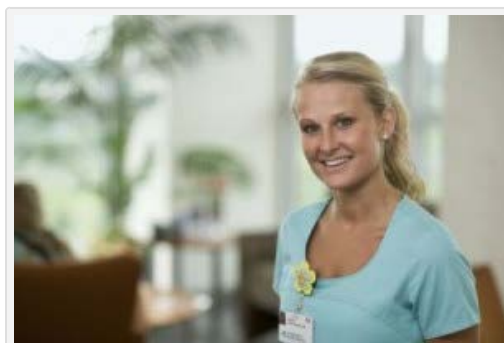
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Nurses Share How Huddles Increased Nurse Satisfaction, Clinical Outcomes and Patient Safety at LVH—Muhlenberg in Peer-Reviewed Journal

As part of our Magnet® nursing culture, our bedside nurses are constantly finding best practices, initiating them, and then sharing them with other clinicians nationwide.

This month, three of our nurses – Maryann Lubinesky, RN, Roseanne Kratzer, RN, and Jaclyn Bergstol, RN – authored an article featured in American Nurse Today, the official peer-reviewed publication of the American Nurses Association.



Jaclyn Bergstol, RN, is one of three nurse authors of a peer-reviewed manuscript about huddles on 6T at LVH—Muhlenberg.

In their manuscript, titled "Huddle Up for Patient Safety," the three nurses discuss how colleagues on 6T at LVH—Muhlenberg implemented safety huddles to heighten awareness of individual staff and patient needs that could be anticipated, or not anticipated, throughout a nurse's shift. The article includes case studies and data that show how these huddles have increased nurse satisfaction, clinical quality outcomes and patient safety.

To learn more about LVHN's culture of evidence-based practice and research, read the Spring 2015 issue of Magnet Attractions. There you can read what LVHN clinicians learned when they presented at the National Magnet® Conference in Dallas, Tex., and you'll learn about evidence-based projects initiated by our nurse residents.

Also, you can read other peer-reviewed articles from our clinicians in our Scholarly Works database.

This entry was posted by Kyle Hardner on February 25, 2015 at 3:09 pm, and is filed under Connect with Colleagues, 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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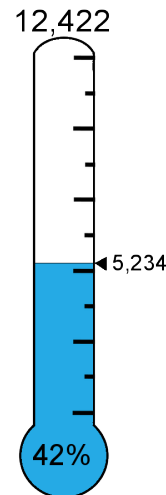
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