

LVHN WEEKLY

HAZLETON

Your wrap-up of the week's news from LVHN.

March 19-23

Visit [LVHN Daily—Hazleton](#) to read these stories:

The LVHN DNA is Revealed

Read or watch Dr. Nester's State of the Health Network.

Attend a Town Hall Meeting

Join LVH-H President John Fletcher on April 3, 5, or 6.

Take Professional Development Sessions in 'Essentials'

Meet your learning and career goals.

Register for APC Skills Workshops

Register for one of five upcoming classes.

Submit Ideas
to the Bright
Idea Generator

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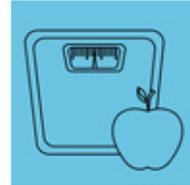
Service Star:
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Colleagues

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Challenge

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LVHN news

Physical Therapy Can Help
You Recover

How Is a Hernia Treated?

Thyrogen® Available During
Thyroid Cancer Treatment

Information on LVHN Weekly—Hazleton is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVH—Hazleton's network.

The LVHN DNA is Revealed During the State of the Health Network Address

BY [RICHARD MARTUSCELLI](#) · MARCH 20, 2018

What is the LVHN DNA? What are three things that will strengthen LVHN? What can we accomplish with 18,000 colleagues moving forward together? LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, answered these questions during the State of the Health Network Address on March 15. Here is a summary of his presentation.

Colleagues Are Stronger Than Anything

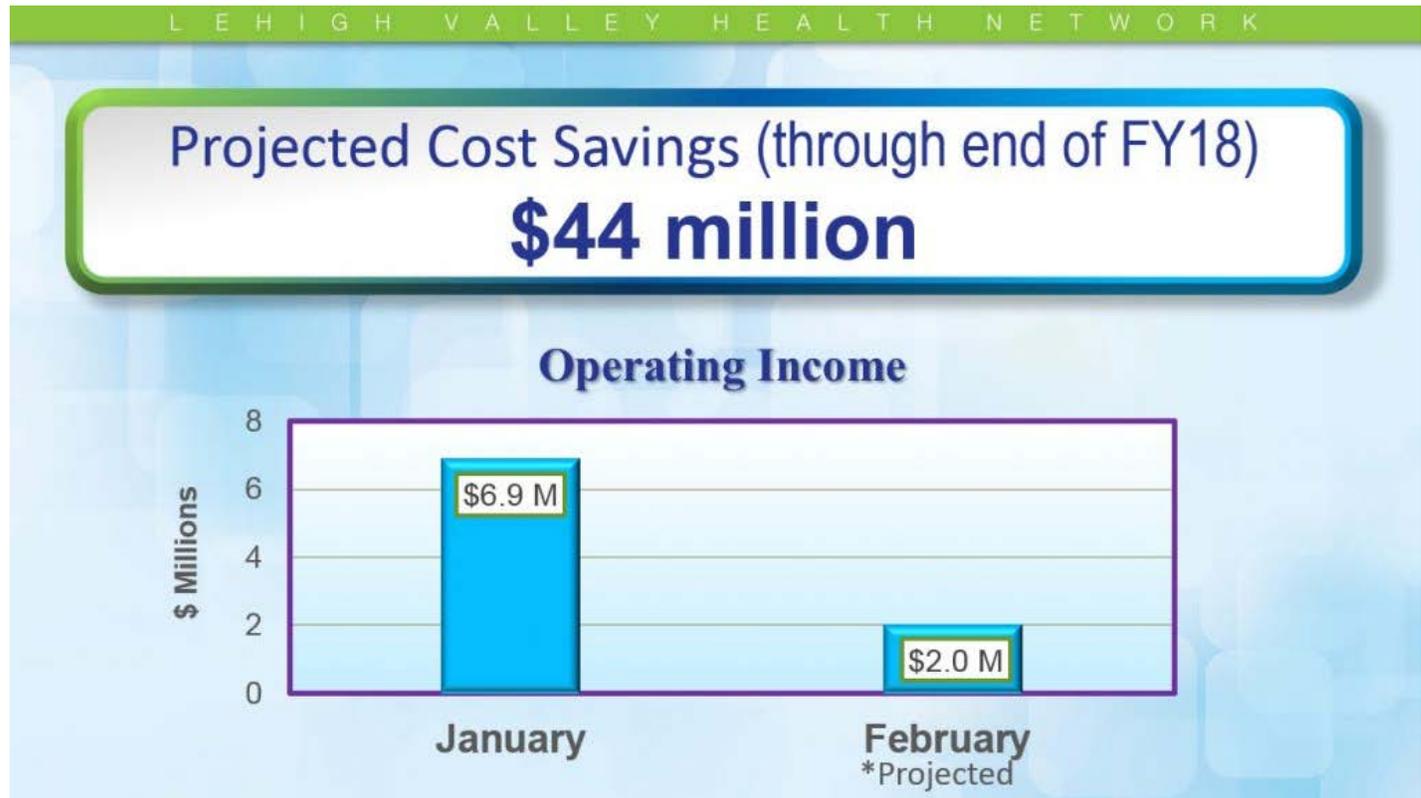


The challenges that LVHN and all health systems face remain (declining admissions, government shortfalls, aging population, case mix, payer mix and price sensitivity). However, the power of 18,000 colleagues moving forward with the same mission and makeup are stronger than any forces we face.

The strength of colleagues working together is similar to the strength of soldiers marching. Did you know the vibrations of soldiers marching in rhythm have the potential to collapse a bridge? This actually happened twice in the 1800s. TV's "Mythbusters" tested this myth and determined it is plausible. This example shows just how strong we are when we work together. There is nothing we cannot overcome.

We recently had to make difficult and necessary decisions to move us forward and keep us strong. As you know, some of the tough decisions we made involved staffing, and that's never easy. We are an organization of people caring for people. Your strength has been apparent as you have supported our patients and each other during these changes. Thank you for your strength, resiliency and professionalism.

Strengthening LVHN for the Future



The decisions we made will result in \$44 million in cost savings through the end of the fiscal year. To make LVHN stronger, we will continue to monitor and adjust staffing to ensure colleagues are providing care in areas where community need is greatest. We also continue to make decisions that are resulting in a reduction in nonwage expenses. By restructuring our organization, we're operating more efficiently and reducing costs. In January, we achieved an operating income of \$6.9 million. In February, our operating income is projected to be \$2 million. If we continue to keep costs down and revenue up, we hope to end the fiscal year with a 1 percent operating margin. While achieving a positive operating margin will be cause for celebration, our focus on managing expenses must continue in the months ahead.

National Headlines

In the shadows, help for the homeless



Kevin Leary, Lorraine and physician assistant David Feltman (back) the medical program of Lehigh Valley Health Network, in the background. Several years ago and there is a group of people in Allentown, Pa. Feltman leads the "Shadows" program at Lehigh Valley Health Network.



Medtronic, LVHN Take Step Toward Value-based Care

Partnerships between large companies like Amazon, J.P. Morgan and Berkshire Hathaway, and headlines about health insurance companies being acquired by retail pharmacy giants are a signal that our industry is in need of change. In the meantime, LVHN is making national headlines and forging innovative partnerships of our own. Since the last State of the Health Network Address, we made the cover of The New York Times for our inventive methods to care for patients with the flu. Plus, our first-of-its-kind partnership with Medtronic, the global leader in medical technology, will look to reduce care costs by \$100 million over the next five years.

PRIDE Runs Deep

Make the **PRIDE** Promise.



I will always maintain your **privacy**.

I will always **respect** you and value our differences.

I will always be **involved** and involve you when it matters most.

I will always treat you with **dignity**.

I will always seek first to understand and **empathize** with you.



#LVHNPRIDE



Also since the last State of the Health Network Address, colleagues have been making the PRIDE Promise, a personal commitment to practicing privacy, respect, involvement, dignity and empathy. PRIDE runs deep at LVHN. It's one example of what's unique about our health network. PRIDE is part of every colleague on our team. Our passion to care for and about people is part of our DNA, and our DNA is what makes us strong. The LVHN DNA is within each of us and must be our focus every day.

The Difference Maker

LVHN DNA



The LVHN DNA is what's going to make the difference as we navigate challenges and change, and it's what our patients expect and deserve from us. Our DNA is made up of our three positions of strength: access, experience and value. Every day when you put on the LVHN badge, think about our DNA and what we're made of. Then, challenge yourself to bring our DNA to life.

- **Access** – Make a commitment to “just say yes” and give people convenient access to the services they need.
- **Experience** – Do everything in your power to anticipate the needs of patients and their families and deliver an exceptional experience during every interaction.
- **Value** – Continually look for ways to deliver health care value, which is high-quality care at a low cost.

With all 18,000 of us focusing on our three positions of strength and moving together in the same direction, we are stronger than any external forces.

Imagine the Possibilities

You Have the DNA

- Submit your bright idea.
- Take the Colleague Engagement Survey
April 9 – 23.



You have the LVHN DNA. You have the ideas that can make LVHN even stronger, and we want to hear from you. That's why we launched the Bright Idea Generator about one month ago. It's a place you can go on the intranet to share your ideas on how we can be more innovative, improve operations and enhance the patient experience. We already received more than 220 bright ideas. Click the light bulb on the intranet home page to share your ideas.

As you invest in LVHN, we also will invest in you by listening to you during the upcoming Colleague Engagement Survey. It will take place April 9-23. The theme is "Your answers to action." We will listen to your feedback and use it to take action and make LVHN an even better place to work.

What You Are



Amazing. Everyday.



As the marketing campaign for our institutes says, you are “Amazing. Everyday.” These words describe our care and they describe you. You are amazing every day because you have the LVHN DNA. We strive to give people access to the care they need, an outstanding experience when they’re with us, and the health care value they expect and deserve. When it all comes together, it means everything for our patients. [Watch these video featuring patients](#) who came to Lehigh Valley Heart Institute and you’ll understand.

Thanks for Having the LVHN DNA



When we hear the stories of our patients, we're reminded why we work in health care. Thank you for your dedication, commitment, resiliency and hard work. Thank you for having the LVHN DNA and using it to make LVHN even stronger. Thank you for being amazing every day.

#CEO

NEWS

Attend a Town Hall Meeting April 3, 5, 6



All colleagues are invited. LVH–Hazleton President John Fletcher will provide updates on our upcoming construction and renovation projects. You'll also receive updates on other LVHN activities, and have a chance to ask questions, and offer comments and suggestions.

[Read more](#)

Welcome to Essentials, Professional Development Sessions for all Colleagues

BY JANE DANISH · MARCH 20, 2018

It's easy to get started developing your skills and taking advantage of our Essentials education sessions. The goal of Essentials is to meet your learning and professional development needs.

Essentials is available to all colleagues at every level of the organization.

Review the full schedule of classes and, as needed, confirm approval with your manager to attend.



Managing Self and Others Through Change

April 5, 8-10 a.m.

ETC Third Floor

[Register online.](#)

Fact: Things will always be changing. Every project in the workplace involves a partial or complete change as part of success, requiring movement from what is to what will be. As a leader or as a team member, participants will learn practical process for change readiness, the role of a change agent and a road map for successful sustainable change.

Understanding Conflict Management Style

April 5, 10:30 a.m.-12 p.m.

ETC Third Floor

[Register online.](#)

Not a problem? Well maybe it is. Participants will become aware of how people approach and manage conflict. An assessment will reveal a participant's preferred conflict management style. Participants will gain knowledge on leveraging their "go-to style" and flexing to use other management styles based on a situation. Session will include case study reviews and group discussion.

Intro to Crucial Conversations: More Than Just 'Talk'

April 5, 1:30-3:30 p.m.

ETC Third Floor

[Register online.](#)

What makes a conversation crucial? It is when the stakes are high, opinions vary and emotions run strong. This overview session provides participants with an understanding of “STATE skills” which help you get what you need from a conversation. Learn specific techniques for sharing facts and ideas, and speaking candidly and honestly in a professional and mindful manner.

Crucial Conversations Level II: It’s Time to Practice

May 1, 8:30-10:30 a.m.

ETC Third Floor

[Register online.](#)

With active application through roleplays and videos, Crucial Conversations Level II builds on the core elements of Crucial Conversations. Participants will experience and practice the skills, techniques and strategies by having actual conversations during this focused session. It’s time to dive into real conversations while in a safe learning environment.

High Performing Team – No Bench Warmers Allowed!

May 1, 11 a.m.-12 p.m.

ETC Third Floor

[Register online.](#)

To deliver the highest level of excellence in patient care, our teams need to bring their “A game.” Each member contributes to the ultimate outcome of their team. Understanding team dynamics and team development allows members to improve communication, engagement, cohesion and ultimately team performance. Come ready to suit up, get in the game and play a vital role on your winning team.

The Human Connection at LVHN: Amazing Customer Service Every Day

May 1, 1-3 p.m.

ETC Third Floor

[Register online.](#)

At its core, health care is a service industry. The service we deliver is care for the ill. Customer service is directly related to patient satisfaction and is a critical differentiator for success. Most importantly, excellent customer service is simply doing the right thing, always. Discover the incredible power we each hold to make dramatic improvement at no cost. By practicing LVHN PRIDE behaviors colleague-to-colleague and colleague-to-patient, learn how “knock-your-socks-off” service can result in transformative change starting today.

Lean Basics: Skinnying Down Your Processes

May 1, 1-3 p.m.

ETC Third Floor

[Register online.](#)

Plain and simple: Lean methodology is about discovering ways to continuously improve how it is we do what we do by making work processes more efficient and improving outcomes. Learn more about what Lean is, and how

Lean tools can help you start thinking Lean and be more efficient in your day-to-day work. Who doesn't want to save time, energy, budget and improve service and quality?

Please note: Sessions with four or less participants will be rescheduled 48 hours in advance to make the most of collaborative learning and development opportunities. Participants will be notified by email between 12-5 p.m. the day prior to the session if the session will be rescheduled.

Register for APC Skills Workshops

BY [MARCIANN ALBERT](#) · MARCH 21, 2018

Attention all learners. Looking to enhance your skill set? Well, don't wait or hesitate. Take a few minutes to check some of the upcoming learning opportunities available to colleagues this spring.

Advanced Practice Clinician (APC) Skills Workshops

- Open to all APCs from all LVHN sites (LVH-Pocono, LVH-Hazleton and LVH-Schuylkill)
- CE credits available

Upcoming class dates

Tuesday, April 10, 5-7 p.m.

Topic: Advanced Suturing Techniques

Facilitator: Rachel Moyer, PA-C

Location: Surgery Education Center, LVH–Cedar Crest Kasych Family Pavilion, level B

[Register online.](#)

Tuesday, May 8, 5-7 p.m.

Topic: Chronic Opioid Pain Management

Facilitators: Gillian Beauchamp, MD, and Kevin McNeill, MD

LVHN Simulation Center, 1247 South Cedar Crest Blvd., Allentown, second floor (MP room2)

[Register online.](#)

Tuesday, June 12, 8-10 a.m.

Topic: Incision and Drainage of Abscesses

Facilitator: Guillermo Garcia, MD

LVHN Simulation Center, 1247 South Cedar Crest Blvd., Allentown, second floor (MP room2)

[Register online.](#)

Tuesday, July 10, 3-5 p.m.

Topics: Orthopedic Skills, Splinting Basics

Facilitator: John Klamann, PA-C

LVHN Simulation Center, 1247 South Cedar Crest Blvd., Allentown, second floor (MP room2)



[Register online.](#)

Tuesday, July 10, 5:30-7:30 p.m.

Topic: Basic Suturing Techniques

Facilitator: Justin Stauffer, PA-C

Location: Surgery Education Center, LVH–Cedar Crest Kasych Family Pavilion, level B

[Register online.](#)

Questions? Contact the Department of Education at 610-402-2277.