

**March 26-30**

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**Colleague Engagement Survey April 9-23**

We'll turn your survey answers to action.

State of the  
Health Network

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### **Access is in the LVHN DNA**

Read LVPG Family Medicine–Hamburg’s success story.

### **Attend a Town Hall Meeting**

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

### **Register for APC Skills Workshops**

Register for one of five upcoming classes.

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Cardiac Arrest

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# Colleague Engagement Survey, April 9-23, Will Turn Your Answers to Action

BY [RICHARD MARTUSCELLI](#) · MARCH 28, 2018

You spoke and LVHN listened during our last colleague survey in 2016. Back then, 61 percent of colleagues in the Lehigh Valley and Hazleton participated. (Colleagues in Schuylkill County and the Poconos did not participate because they had either just joined or hadn't yet joined our health network.)

Since then, we used the answers you provided in the survey and took action to make LVHN an even better place to work. Here's a look at how LVHN turned your answers to action.

## Your answers

## Action

You asked for better health and wellness benefits.

LVHN Fitness is now free for colleagues. My Total Health, which includes many free health and wellness programs, was introduced.

You asked for more interaction with leaders.

You can hear from or speak with leaders during PRIDE Rounding, Town Halls, State of the Health Network, Casual Conversations, CEO Update and other leadership blogs, and more.

You said excellent service requires adequate staffing.

We're offering referral bonuses and recruiting at national conferences.

You want your ideas to be heard and considered.

We launched the Bright Idea Generator and implemented ideas shared at Town Halls.

You asked for professional development opportunities.

Free programs are now offered to all colleagues and a manager leadership academy was introduced to help you grow professionally.

You said colleagues should model PRIDE.

We updated our PRIDE behaviors and annual performance evaluation to better reflect values important to you.

You asked for a better understanding of your pay benefits.

An online statement is always available and a brochure was mailed home to help you understand your total rewards.

You asked for an overall better colleague experience.

We established a Colleague Relief Fund, added more financial planning seminars and enhanced our diversity, inclusion and fair treatment policies.

### Take the 2018 Colleague Engagement Survey April 9-23

Now, it's time to turn your answers to action again in the next Colleague Survey. It will be held April 9-23. This time all colleagues are invited to participate, including those in Schuylkill County and the Poconos. Our goal is 100-percent participation. More information about the survey will be shared with you next week.

Until then, [print and post this Colleague Survey flyer](#) in your department and encourage all colleagues to

participate. Then, make plans to take the survey. We want to hear from you so we can turn your survey answers into action, and make LVHN an even better place to work and the employer of choice in the region.

## Access: It's in the LVHN DNA

BY JANE DANISH · MARCH 30, 2018

To make LVHN even stronger, we need 18,000 colleagues moving forward together with a focus on our three positions of strength: access, experience and value. These three things are part of the LVHN DNA. That message was shared by LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, during his State of the Health Network Address. [Watch his presentation or read the recap.](#)

Throughout LVHN, colleagues are focusing on access, experience and value. They're bringing the LVHN DNA to life.

Colleagues from [LVPG Family Medicine–Hamburg](#), for example, are focused on giving people access to the care they need. In May, they were able to see 61 percent of new patients within seven days. It was an opportunity for improvement. Here is what they did to enhance access:



- **Outside-the-box scheduling** – Colleagues began reviewing schedules three weeks out to determine if they can change the length of some appointments. They knew which patients wouldn't need to be seen for 40 minutes because they were coming in for a follow-up appointment, for example. They then changed these 40-minute appointment to 20 minutes, freeing up time for new patients to be seen.
- **Caring as a team** – They began booking the second half of a 40-minute new patient appointment with a sick appointment. They use teamwork to ensure both patients have a good experience during the visit. For example, one caregiver escorts the sick patient to a room while the other is finishing up with the new patient.
- **Empowering colleagues** – They made changes to ensure nurses are working at the top of their license, giving them the autonomy to make certain patient care decisions without having to consult with a physician. This helps the practice run more efficiently and ensures patients receive the care they need quicker.
- **Detailed documentation** – In medical records, caregivers are providing more detailed notes with rationale for treatment. This allows staff to review notes and provide answers to patients who call

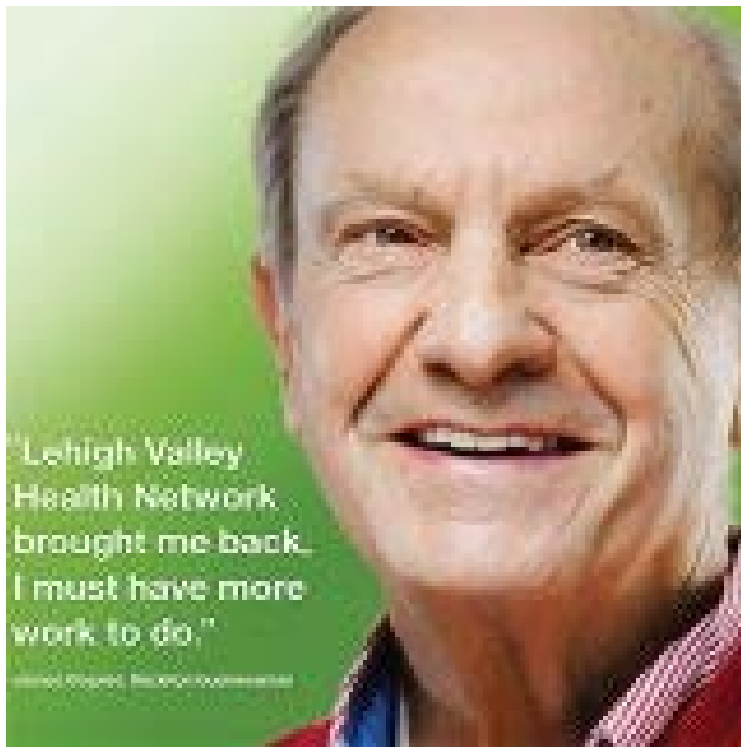
with questions without having to ask a provider.

With a little time, trust and teamwork, these colleagues are now operating at their best. In January, they saw 92 percent of new patients within seven days. Creating access is in their DNA, and LVHN is stronger because of them.

**Inspired by their great work?** 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.

**Have a great story to share** about how a colleague or team is enhancing access? [Tell us about it.](#)

**Look for more stories on LVHN Daily** about colleagues focusing on access, experience and value.



## LVH-Hazleton Launches Network of Neighbors Marketing Campaign

15 FEB, 2018



## Attend a Town Hall Meeting April 3, 5, 6

BY [JANE DANISH](#) · MARCH 23, 2018

All colleagues are invited to join LVH–Hazleton President John Fletcher at an upcoming Town Hall Meeting. This is your opportunity to:

- See a video message from LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP.
- Receive an update on the construction and renovation plans for our hospital and the Health & Wellness Center at Hazleton. You'll see artist renderings of the projects.
- Learn how LVHN is creating a great work experience for you.
- Ask questions on topics most important to you.
  - **April 3, 1:30 p.m.**, LVH–Hazleton first floor lobby conference room
  - **April 5, 10 a.m.**, LVH–Hazleton first floor lobby conference room
  - **April 5, 1:30 p.m.**, Health & Wellness Center aerobics room
  - **April 6, 1:30 p.m.**, LVH–Hazleton first floor lobby conference room
  - **April 6, 10 a.m.**, Health & Wellness Center aerobics room



If you want to be in the know, attend one of these Town Halls. Encourage your colleagues to attend too.

## 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 Klaman, 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.**