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2014

Annual Report 2014: Community Benefit

Lehigh Valley Health Network

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Better
Health
Better
Care
Better
Cost

2014 Annual Report Highlights



How We're Achieving the 'Triple Aim'



A Passion for Better Medicine defines us at Lehigh Valley Health Network (LVHN). To provide better medicine for you in this new health care era, we must produce three things: better health, better care and better cost. We call our focus on these areas the **Triple Aim**, adopted from the Institute for Healthcare Improvement. The Triple Aim will guide us as we evolve as a health network.

We create **better health** for the people of our community by being accountable for the overall well-being of our entire population. We're expanding the reach of our care to help more people. We're also making it easier for you to find our wellness facilities, and we're continuing our deep commitment to community health.

We provide **better care** by striving to give you an exceptional experience at every touch point within our health network. Our team of more than 13,000 health care professionals works hard to keep you at the center of everything we do. We opened new locations and services to make care more convenient, embraced new approaches to care, and are preparing to launch a user-friendly and transformative electronic medical record.

We achieve **better cost** by embracing the fact that quality care costs less. We are recognized nationally for excellence and innovation. We're investing in tools to identify people who are at risk for developing illnesses. We're also spreading the word about our surgical expertise, which helps you get the right care at the right time.

This report describes the steps taken by LVHN in 2014 to achieve the Triple Aim. Read on and discover how this focus benefits you, your loved ones and our community.

William F. Hecht
Chairman, Board of Trustees

Brian Nester, DO, MBA, FACOEP
President and chief executive officer

We are accountable for the overall well-being of our population.


542 

Get Out! Lehigh Valley participants

4,040 

LVHN Fitness members

14,101

Free flu vaccinations administered 

41 

Providers at Lehigh Valley Physician Group (LVPG)-Hazleton practices

4,216 

LVHN Via Marathon participants

7,000 

Children who have received free dental care from Miles of Smiles since 2009

WE ACCOMPLISHED THIS IN 2014 BY:


- Completing a merger between LVHN and the Greater Hazleton Health Alliance to expand into the Greater Hazleton area
- Opening LVHN-One City Center, deepening our commitment to downtown Allentown
- Adding Health & Wellness Centers that include a fitness center and health services
- Administering free flu vaccines during our annual drive-through flu shot clinics
- Partnering with our community by:
 - Providing athletic training services to student athletes at 16 local middle schools, high schools and colleges
 - Providing free dental care to children in the Miles of Smiles mobile dental van
 - Supporting Get Out! Lehigh Valley, a healthy outdoor activity program
 - Hosting the LVHN Via Marathon

We strive to **provide an exceptional experience** at all our touch points.

Better
Care

WE ACCOMPLISHED THIS IN 2014 BY:

- › Making care more convenient by opening:
 - LVHN–Tilghman, our first campus dedicated to orthopedic care
 - The Health Center at Bangor, bringing several services to one location for Slate Belt residents
 - New ExpressCARE locations offering care for common illnesses and minor injuries
- › Pioneering new approaches to care, including:
 - Community Care Teams that provide personalized service to high-risk patients
 - OACIS, a palliative medicine program that helps streamline care
- › Transitioning to Epic, a transformational electronic medical record
- › Standardizing LVPG physician practice names in Hazleton to align them with our health network

80 

Testing and imaging locations (includes 45 Health Network Laboratories Patient Service Centers)

1,945,764 

LVPG visits (includes LVPG-Hazleton practices)

5 

LVHN campuses

43,399 

ExpressCARE visits

140+ 

Practice locations

12 

Health centers

We embrace quality to lower costs.

Better Cost

WE ACCOMPLISHED THIS IN 2014 BY:

- Appearing on U.S. News & World Report's Best Hospitals list in 10 specialties
- Earning "A" grades from The Leapfrog Group's Hospital Safety Score
- Getting recertified as a Comprehensive Stroke Center
- Partnering with Optum Labs to develop tools to identify people at risk for developing a chronic health condition
- Creating a culture of surgical excellence by showing strength in numbers; we performed 70 percent more surgeries than anyone else in the Lehigh Valley region.

19 

Consecutive years on
U.S. News & World Report's
Best Hospitals list

100+ 

Pancreas and
liver surgeries (in 2014)

12,300 

Neurosurgeries (since 2005)

3,075 

Bariatric surgeries
(since 2005)

6,007 

Patients who received
burn care (since 2005)

16,000 

Cardiac surgeries (since 2005)

1,000 

Transplant surgeries
(program history)

4,000+ 

Robotic surgeries
(since 2007)

26,328 

Pediatric surgeries
(since 2005)





Marketing and Public Affairs

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Experience our
online report at
LVHN.org/report

-  Watch a video showing how LVHN is creating better health, better care and better cost.
-  Watch a video explaining how the expertise of our surgical team leads to healthier patients.
-  Learn about all our programs and services.
-  Review our leadership list.
-  Examine our Combined Financial Statements and Community Benefit Report.



BY THE NUMBERS

\$41.9 MILLION

Operating income

2.5% 

Operating margin

239,974 

Contacts with 610-402-CARE

\$354 MILLION

Total community benefit

55,310 

Acute admissions

190,747 

ER visits

2,748,452 

Visits to LVHN.org