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LVHN Weekly-Pocono

Newsletters

2-22-2019

LVHN Weekly-Pocono

Lehigh Valley Health Network

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Track progress on our goals and your SSP bonus.

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Learn how surveys impact your work experience.

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It will help you meet your weight-loss goals.

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The program is available to all colleagues network-wide.

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Niki Capko helps a mom and family find safety.

[E-book Helps With Advance Care Planning](#)

Available to all, the tool walks you through the process.

Help Recruit
RNs to LVHN

[Learn More](#)



New Voluntary
Benefit Package

[Learn More](#)



Apply for a
Pool Trust Grant

[Learn More](#)



LVHN news

Three-way Paired Kidney
Transplants

Heart Attack vs. Cardiac
Arrest

Contact Sports and Kids

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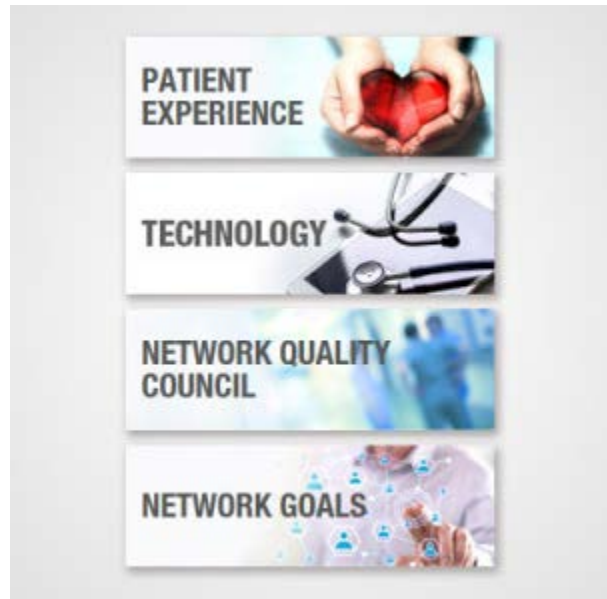
Use the New Analytics Portal to Track Progress on Our Goals and Your SSP Bonus

BY [RICK MARTUSCELLI](#) · FEBRUARY 21, 2019

You need time, trust and teamwork to be at your best. LVHN's new Analytics Portal gives you all three. It saves you time by giving you fast access to important data about our health network's performance. It builds trust by giving all colleagues access to vital information. It encourages teamwork among colleagues by identifying our opportunities for improvement.

[Visit the Analytics Portal](#) now. (NOTE: For the best experience, use Internet Explorer.)

The Analytics Portal contains information about:



- **Health network goals.** Click “Network Goals” to get a status report on our goals. At the top of the page under “At a Glance,” you’ll see our overall performance score. A blue or green box tells you we’re on track to earn a Shared Success Plan (SSP) Bonus. Red means we have work to do. The line graph on the right shows if our overall performance score is trending up or down. As you scroll down the page, you can click on each goal to find more detailed information.
- **The patient experience.** Click “Patient Experience” to see our HCAHPS, CGCAHPS and Press Ganey scores. You can drill down to see how individual departments are performing. The information is updated monthly.
- **The quality of our care.** Click “Network Quality Council” for metrics related to glucose management, falls, pressure injuries, infection prevention and more.
- **Technology resources.** Click “Technology” to see metrics about the I/S Support Center such as the caller abandonment rate, the speed at which calls are answered and more.

Use the Analytics Portal:

- **During department huddles.** The portal allows you to view metrics as a team. While reviewing the information, be sure to celebrate successes, identify opportunities for improvement and brainstorm tactics to enhance your department's performance.
- **To see if we're on track for a Shared Success Plan (SSP) Bonus.** If we work together to achieve

our overall network goal performance, we'll be on the way to receiving an SSP Bonus in October.

To access the Analytics portal in:

- **LVHN locations in the Lehigh Valley**, visit the intranet home page (lvh.com) and click “Analytics Portal” in the left column.
- **LVHN locations in Hazleton, Schuylkill County and the Poconos**, visit the intranet home page and click “LVHN Intranet.” Then click “Analytics Portal” in the left column.

Need help understanding the data in the Analytics Portal? [Visit the Organizational Effectiveness intranet page](#) for more resources and to learn how to engage in our peer-to-peer coaching program (LVHN Mentor City).

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Lynn's Turn: Two Surveys and What They Mean to You

BY LYNN TURNER · FEBRUARY 18, 2019

As an LVHN colleague, your feedback and opinions matter. That's why you're frequently asked to take surveys. However, not all surveys are alike. The purpose of surveys conducted by LVHN and those conducted by an outside organization are completely different. Yet the results of both surveys can have a significant impact on your LVHN work experience. Confused? Let me explain.

LVHN surveys

At LVHN, we listen to you. We conduct our annual Colleague Engagement Survey to collect your feedback and take action to make LVHN an even better place to work and grow. When you take the Colleague Engagement Survey, be open and honest, and share what we do well and where we can improve.

What's in it for you? Based on colleagues' responses, our health network and each department create action plans containing tactics to make LVHN even better and stronger. The more colleagues who participate, the more information we have to create a top-notch work experience for you.

External surveys

Outside organizations often conduct surveys to compile lists of the "great places to work." For example, you may have recently been asked to take a survey being conducted to determine the top workplaces in the Lehigh Valley. When you take surveys being conducted by another organization, brag a little if you are #LVHNProud. Share all the things that make LVHN great for you and our community.

What's in it for you? When colleagues place LVHN in a good light, our health network is likely to make "best places to work" lists. When LVHN is on these lists, we attract talented health care professional to join our team, which leads to a stronger workforce, less turnover, stable teams, and enhanced efficiency and quality. That makes the work experience better for you, and the care experience even better for our



patients. That's how your positive survey responses make LVHN even stronger. On the contrary, no good comes from negative responses in an external survey. Save those responses for LVHN surveys, so we can use your feedback to take action.

What's next?

- We'll conduct our next Colleague Engagement Survey in April. Details will be shared soon. Remember to be open and honest.
- In March, we'll find out if we're a "Top Workplace in the Lehigh Valley." If we make the list, we'll celebrate and use the recognition to attract new, skilled members to our team.

Thanks for all you do!

#LVHNProud

Lynn



A handwritten signature in black ink that reads "Lynn Turner".

About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

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Refer a Nurse to LVH–Schuylkill, Get a \$5,000 Bonus

BY [RICK MARTUSCELLI](#) · FEBRUARY 21, 2019

Do you know a registered nurse or graduate nurse who would be a good fit to join the team at LVH–Schuylkill? If so, please refer them. If the nurse you refer is hired by LVHN from now until April 30, you are eligible for a \$5,000 referral bonus.

You will receive 50 percent of the bonus after the referred nurse successfully completes 60 days of employment at LVHN. You will receive the remainder of the bonus after the referred nurse successfully completes one year of employment.

Send your referrals to
careers@lvhn.org.

If you have any questions regarding the referral bonus program, please contact Lea Carpenter, Administrator of Talent Acquisition, at 484-884-0159 or Lea.Carpenter@lvhn.org.



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Win Free Phantoms Tickets

BY [RICK MARTUSCELLI](#) · FEBRUARY 18, 2019

All LVHN colleagues are eligible to enter a drawing to win free tickets to an upcoming professional ice hockey game at the PPL Center in Allentown.

A random drawing will be held for 195 pairs of tickets – a total of 390 tickets – to see the Lehigh Valley Phantoms play the Wilkes-Barre/Scranton Penguins in an American Hockey League game on Saturday, April 6, at 7:05 p.m.

You can enter the drawing by completing the form at LVHN.org/phantoms. The deadline to qualify for the drawing is March 8. Winners will be announced March 18 on LVHN Daily.



Don't Lose Your 2018 FSA Funds

BY [RICK MARTUSCELLI](#) · FEBRUARY 19, 2019

It will be here sooner than you think – March 31, 2019. That's the deadline to claim reimbursement for qualified Flexible Spending Account (FSA) health care or dependent care expenses incurred in 2018 through Dec. 31, 2018. Keep in mind incurring expenses is not the same as submitting a claim. In order to be reimbursed with 2018 funds, claims must be incurred in 2018 and submitted to Populytics by March 31, 2019.

To view your available FSA balance, please visit [MyPopulytics.com](https://www.mypopulytics.com) and log in. Click:

- [WealthCare](#)
- [My Accounts](#)
- [Benefit Account Summary](#)

If you have questions about your 2018 funds or any FSA issue, please call Populytics at 484-862-3505 or 800-925-8459.



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Enroll in 'Worth the Weight'

BY [MADELINE CHAFFEE](#) · FEBRUARY 19, 2019

My Total Health at LVHN is excited to announce a new weight management program that aims to put participants in the driver seat of their own weight management journey.

“Worth the Weight: Thinking Beyond Numbers on a Scale” is an eight-week program designed to meet and honor participants where they are, and help teach cognitive and behavioral skills to support long-term weight management. The program is open to all interested LVHN colleagues network-wide.

The program, developed by Registered Dietitian and board-certified Health and Wellness Coach Tiffany Ritter, employs a three-pronged approach, including an interactive workbook, an online orientation with eight on-site group sessions, and tailored health coaching during and after the sessions.

The first two sessions will launch on March 5 at the following times and locations:

- LVH-17th Street, 10-11 a.m.
- LVH-Muhlenberg, 2-3 p.m.

Additional sessions will be held at different times and locations across the health network, including LVH-Schuylkill, LVH-Hazleton, LVH-Pocono and LVH-Cedar Crest, throughout the year.

To enroll in one of the March 5 sessions, call 888-402-LVHN by Feb. 26. If you are interested in learning more about future sessions or have questions, please call 1-800-955-6620, option 2, or email mytotalhealth@lvhn.org.



Kick Tobacco for Good With BeneQUIT – VIDEO

BY [MADELINE CHAFFEE](#) · FEBRUARY 20, 2019

Quitting tobacco use is not easy, but there are proven strategies that can help increase long-term success compared to quitting cold turkey. If you are looking for proven strategies to help you quit, look no further than the BeneQUIT Tobacco Cessation Program at LVHN.

The BeneQUIT Tobacco Cessation Program is available to all per diem, part-time and full-time LVHN colleagues across the health network (including colleagues at LVH-Hazleton and LVH-Schuylkill), as well as LVHN Health Plan-enrolled adult dependents (18+). Enrollment is open to all tobacco users- cigarettes, cigars, e-cigarettes/vapes, and smokeless tobacco products.



NOTE: If you are a colleague at LVH-Pocono, please contact Virginia Matrisciano at 570-476-3680 to enroll in a site-specific tobacco treatment program.

Through this program, participants are eligible for:

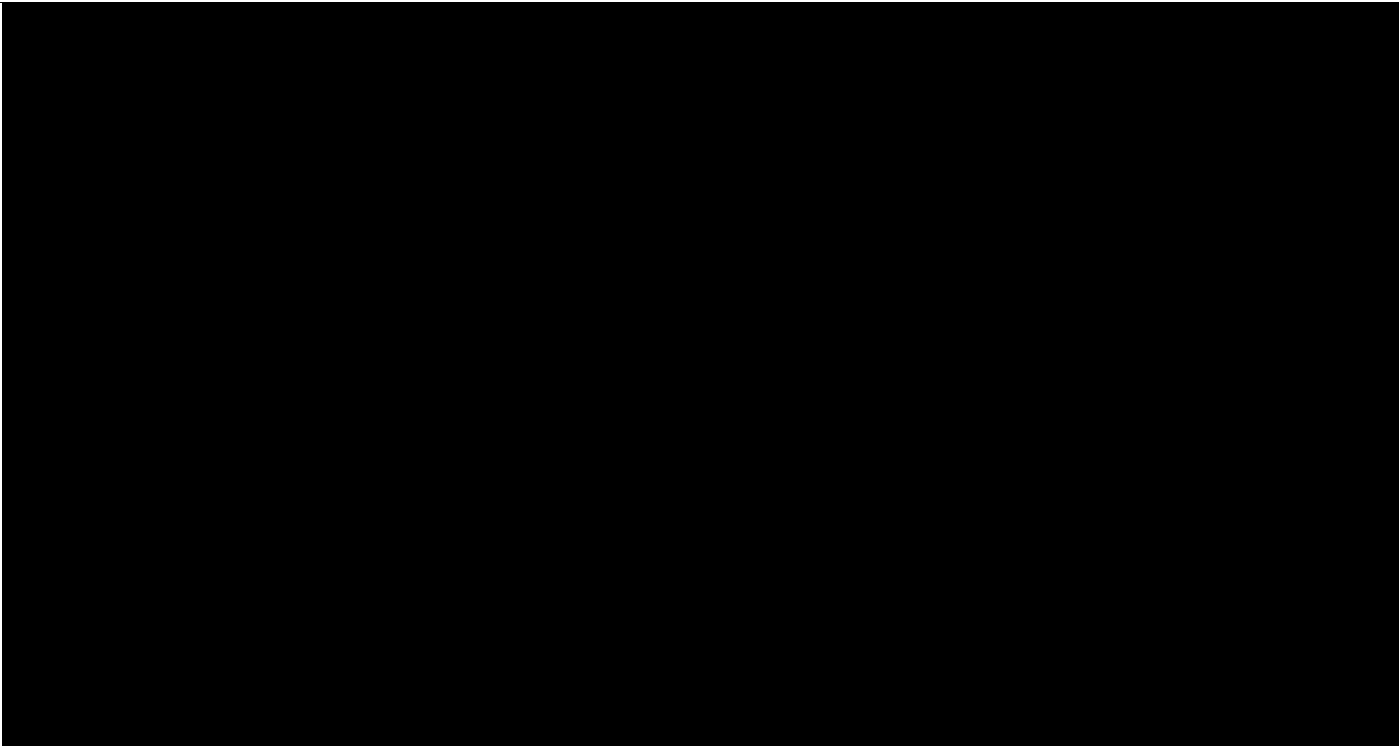
- At least five, free, confidential telephonic sessions with a certified tobacco treatment specialist who specializes in understanding the science behind tobacco addiction and is professionally trained to provide individualized treatment strategies
- Nicotine replacement therapy (for eligible participants)
- Access to a quit coach for one year
- Information and preparatory materials in an e-book
- Education through a pre-recorded webinar
- Customized plans for care and support

If you are interested, follow these steps to enroll:

1. Call BeneFIT Corporate Wellness at 610-969-0487 to receive a consent form.
2. Fax or mail in your completed consent form to the address noted on the top of the form.
3. Your quit coach will call you to schedule your first session.

Watch this video to learn more about BeneQUIT.





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Service Star of the Month – February 2019

BY [PAULA RASICH](#) · FEBRUARY 21, 2019



Niki Capko, Patient Registration, LVH–Schuylkill

A woman came to LVH–Schuylkill’s emergency department “running for her life” in search of a safe haven. The mother and her three little kids were fleeing an abusive relationship. The family was from Vermont and had nowhere else to turn. Two hours passed without a workable solution. At that point, Niki Capko took it upon herself to get the mom help. She called the Women in Crisis hotline, which offers domestic violence services. Soon thereafter, several representatives from the anti-abuse agency arrived at the hospital to escort the family to a safe, secure location.

Treating patients in abusive relationships is very difficult. Still, Capko encourages colleagues to get involved in these challenging situations and be proactive. “Niki extended her knowledge, empathy and resources to help a woman in crisis when no one else seemed to be able to help,” says nominator Leah Fannick. “I was amazed at how she did everything in her power to get this battered woman help.”

Capko went out of her way to provide this critical life-saving intervention. “She shows how hospital staff should respond to people who arrive broken, confused and lost. She is the reason lives are saved and changed every day,” Fannick says.

Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Tracy Riccio, RN, and Bridgette Appleby, RN, Access Center, LVHN–Mack Boulevard

A mother called the Access Center to get help for her 6-week-old premature baby who was sick and having breathing problems. During the call, the baby turned blue and stopped breathing. Riccio coached the mom in CPR, while Appleby called 911 and dispatched EMS to the house. Due to their quick action and teamwork, the baby’s life was saved.

Denise Castro, PA, LVPG-Pocono

During an afternoon drive, Castro stopped to help a woman in a car accident. She pulled the unresponsive driver out of the vehicle and began resuscitating the woman who suffered cardiac arrest. Castro then followed the patient back to the hospital and lent additional support to the family.

Melisa Kubic, Population Health, LVHN–One City Center

Noticing a possible prescription error on a patient chart, Kubic took immediate steps to clear up the mistake. After staying late to make numerous phone calls, she was able to correct the error, preventing an unnecessary hospital readmission and ensuring the patient’s safety.

Anna Thomas, RN, LVH–Cedar Crest

Working with an elderly man with little to no time left to live, Thomas discovered that he wanted to donate his body to science. Unfortunately, his family did not know how to make that happen. Thomas researched options, reviewed the results with his family and completed the paperwork. Thomas made this patient’s dying wish a reality.

Crysta Thomas and Amy Moyer, RN, cardiac rehab, and David Kayes, RN, Inpatient Rehabilitation Center, LVH–Schuylkill

While Thomas and Moyer were volunteering at the LVH–Schuylkill Veteran’s Breakfast, they learned a former patient and regular attendee to the annual event was residing at the Inpatient Rehabilitation Center. Working with Kayes, they arranged to have the veteran transported to the community breakfast. As he walked into the room with tears streaming down his eyes, he thanked the team for their thoughtfulness.

Olga Villegas, sterile processing, LVH-17th Street

Every day, Villegas processes surgical instruments. On this day, she flagged one particular tray with a damaged instrument. For scrub personnel, instrument sets come and go to be sterilized. However, Villegas' keen eye and diligence helped prevent a potential adverse outcome.

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New Interactive E-book Helps You Consider and Communicate Your Health Care Wishes

BY [PAULA RASICH](#) · FEBRUARY 22, 2019

When most people think about advance care directives, they think about tough conversations about death. But it's not just about end-of-life care. If you ever experience an unexpected illness or serious accident, you will want your health care providers and loved ones to know your wishes. You're never too young to consider your options.

Advance care planning is a process of communicating and documenting your health care wishes to ensure you get care that reflects your wishes, goals and values. Advance directives, for example, tell others your desire for use of a respirator when you can't breathe for yourself or how you want your pain to be treated and managed. Are you an organ donor? Essentially, your answer to that question is an advance directive.

Providers and patients alike struggle with these conversations, says Donna Stevens, Program Director of OACIS/Palliative Medicine. "Certainly, at the end of life or in a crisis, is how advance directives have technically been used in the past," she says. "In palliative care, we have these discussions all the time, but this tool needs to be more widely used, and integrated into all points along the health care continuum. It's really about quality care and patient empowerment."

In collaboration with the Advance Care Planning Committee, the Department of Education's Patient Education team recently launched the [interactive e-book](#), "[Advance Health Care Directives: Your Life, Your Wishes.](#)" This online tool walks providers, patients and loved ones through the advance care planning process. The e-book incorporates video clips, a glossary of medical terms, and an advance directive form that can be printed and completed. Once it has been signed, it can be given to your health care provider to scan into your medical record. Creation of the e-book was sponsored by a grant from



the Dorothy Rider Pool Health Care Trust.

“One of our biggest patient populations is our own colleagues,” says Linda Schwartz, Director of Library Services and Patient Education. “We want to move the needle on how many colleagues have an advance care plan saved to their medical record.” Currently, among colleagues over age 60, only about 11 percent have one, and about 5 percent of colleagues under 60 have one.

The e-book is part of a larger LHAVN initiative to educate the community, providers and staff about the importance of advance care planning. “We plan to use this interactive e-book to teach providers about the importance of having these open, ongoing conversations,” says Claudia Santiago, Administrator, Department of Medicine and Co-Chair of the Advance Care Planning committee. “It really should be a part of our daily work, rather than thinking that it is only for the dying. One of the more common things I heard from our community was that my spouse knows what I need. Often, that is not the case. People have no idea what their loved one’s wishes are, but the person assumes they do.”

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