

LVHNWEEKLY

HAZLETON

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

## April 16-20

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

### **Town Hall Review**

See what our renovated hospital will look like.

### **CEO Update: A Goal About You**

Dr. Nester discusses Colleague Survey next steps.

### **April Service Anniversary List**

Congratulate colleagues celebrating a career milestone.

### **Patient Experience Education Sessions Start April 27**

They're for LVPG–Hazleton patient service representatives.

### **Service Star Recipients Saved a Life**

LVPG Family Medicine–Whitehall colleagues worked quickly.

### **Matthew Sorrentino Named Chief Legal Officer**

He has been LVHN's outside counsel, friend and advocate.

### **Blood Drive Set for May 8**

Donate blood from 12-5 p.m.

## Colleague Engagement Survey Underway

[Learn More](#)



## Professional Development Sessions

[Learn More](#)



## Value: It's in the LVHN DNA

[Learn More](#)



## LVHN news

---

Opioid Crisis' Most Vulnerable Victims

---

Sun and Safety Tips for Sports Fans

---

Back Surgery: Advanced Cures for Pain

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

# Town Hall Review

BY [JANE DANISH](#) · APRIL 20, 2018

LVH-Hazleton President John Fletcher expressed his thanks to colleagues, led them through a virtual tour of hospital renovations, and talked about the LVHN DNA during a series of Town Hall meetings held April 3, 5 and 6. Here's a summary of his presentation.

## **Thank you to colleagues**

“One strength of LVH–Hazleton is our ability to change and come through change on top,” Fletcher says. “It’s not so much that change is difficult, it’s the transition to change that is the challenge.” Recently, LVH–Hazleton colleagues have been through many changes that turned the way we do things upside down. There was the change in how we process check requests, pay invoices and conduct other finance-related processes. There was change in materials management functions and how we order supplies and work with charge masters. We are in the midst of changing to the automated Lawson HR and payroll management system and the Colleague Resource Center, as well as an upgraded time and attendance through Kronos.

During his remarks, Fletcher recognized the stress these changes are having on our colleagues. He thanked everyone for their resiliency and perseverance during this time of change and for maintaining focus on what is important – patient care. “The changes we are going through today will become the norm tomorrow, making our jobs easier in the long run,” Fletcher says.

## **Hospital renovations begin**

After many months of planning, “Pardon our Dust” signs finally are going up throughout the hospital, marking the start of renovations to the hospital facility. On April 9, renovations to the patient tower began.

Although it will be exciting for us to see and hear signs of progress, renovating a facility that is open 24 hours a day, 365 days a year, and that takes care of individuals who are not feeling well is a real challenge. To best accomplish this with the least amount of disruption to our patients, we will be renovating one patient floor at a time, beginning with the third floor step-down unit (SDU). However, patients on the floors above or below the floor being renovated most likely will experience noise disruptions.

You can help your patients understand the disruptions by being sensitive to their concerns, explaining what the renovations are and pointing out the positives in patient care and comfort. If necessary, see what other accommodations can be made to make your patients feel more comfortable.

Here's what to expect when renovations are complete.

- Patient rooms will be designed to provide mostly private rooms for patients with the option to flex the rooms back to semi-private based on patient demand.
- Room upgrades will include new flooring, lighting, wall finishes and infrastructure for the future implementation of the electronic medical record system, Epic.
- Common areas such as nursing stations and corridors will be upgraded to include new casework and other amenities.
- Cohesive design features will be incorporated to unify the look and feel of the hospital using nature-inspired colors and materials to create a calming, tranquil and comforting environment for our patients.

Additional changes at the hospital planned for late summer/early fall include expansion and renovations to the main lobby. The emergency department also will be expanded, doubling the number of treatment rooms to 35, which will include a five-bed secure behavioral health treatment area.

Take a virtual tour (below) of artist renderings depicting the outside front hospital and emergency area, expanded lobby and patient tower.

### LVHN DNA revealed



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 to leaders on March 15. John Fletcher reiterated the message to colleagues during the Town Hall meetings.

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 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.

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.

### Artist Renderings of Hospital Renovations







# CEO Update: Survey Will Lead to an LVHN Goal About You

BY RICHARD MARTUSCELLI · APRIL 18, 2018



We have five LVHN Fitness locations, including the Fitness Center at the Health & Wellness Center at Hazleton. They have the latest cardiovascular and weight-training equipment, and they're staffed by certified personal trainers. Best of all, they are yours to use for free.

That wasn't always the case. During our Colleague Survey in 2016, you asked for better health and wellness benefits. We listened. Now colleagues can use any of our LVHN Fitness Center locations for free with no minimum visit requirements. It's one of many examples of how [we listened to your Colleague Survey answers and took action](#) to make LVHN an even better place to work. Now it's time to listen to you again.

Our latest [Colleague Engagement Survey is happening in April](#). If you haven't taken it yet, make sure to do so by the end of the month. Encourage colleagues to take it too.

When the survey closes, I'll review the network-wide results with other senior leaders. Based on your feedback, we'll explore immediate and long-range tactics to give you a better work experience. Your manager will share your department's results with you and your team. Then, you'll work together to create a plan to make your department a better place to work.

Creating an outstanding experience for you is so important, next fiscal year we'll expand our focus from the Triple Aim to the Quadruple Aim. We'll set goals to create Better Health, Better Care, Better Cost *and* a Better Colleague Experience.

For all you do, you deserve a great experience at work. So, take the survey and tell us what we can do better. Thanks for all your hard work. I'll talk with you next month.



A handwritten signature in black ink that reads "Brian Nester".

**ABOUT ME:** My name is Brian Nester, DO, MBA, FACOEP, and I am the President and Chief Executive Officer (CEO) at Lehigh Valley Health Network (LVHN). I came to LVHN in 1998 as the Director of LVH–Muhlenberg’s Emergency Department. Prior to becoming President and CEO in 2014, I served as the health network’s Chief Strategy Officer. I am originally from Reading, and I’m proud to lead an organization that continually strives to provide better health and better care at a better cost for the great people of our community.

# Service Anniversary List – April 2018

BY [JANE DANISH](#) · APRIL 20, 2018

Happy anniversary to colleagues who are celebrating career milestones in April.

## **35 years**

Delphine Bobby, radiology

## **30 years**

Diane Tranguch, RN, 5<sup>th</sup> floor medical/surgical

## **20 years**

Jean Kyte, laboratory

## **15 years**

Jennifer Bonin, RN, Lehigh Valley Home Care–Hazleton

## **10 years**

Sherri Spallone, surgical services

## **5 years**

Cynthia Erbe, laboratory

Stephanie Goida, respiratory therapy



# Enhance Your Customer Service Techniques

BY [JANE DANISH](#) · APRIL 19, 2018

Patient Service Representative (PSR) Patient Experience Education Sessions for LVPG–Hazleton colleagues are designed to enhance customer service skill development and direct patient communication. The training sessions are interactive with hands-on group work to ensure collaboration and standard work.

Colleagues in LVPG–Hazleton practices that have touchpoints with patient check in, check out and scheduling are encouraged to attend. This includes PSRs, cross-trained medical assistants and office coordinators. Talk with your manager/supervisor to see if you can be included. [Click here to register.](#)

Friday, April 27  
12-2 p.m. or 3-5 p.m.  
LVH–Hazleton campus  
Employment and Technology Center, third floor



## Service Star of the Month—April 2018

BY [EMILY MITCHELL](#) · APRIL 19, 2018

### *LVPG Family Medicine—Whitehall Colleagues*

## Service Stars of the Month

April 2018



Colleagues from LVPG Family Medicine—Whitehall worked quickly to save the life of a patient who collapsed in the office waiting room.

It was a normal day in the LVPG Family Medicine—Whitehall waiting room. Patients were checking in, appointments were being scheduled and kids were crawling out of their parent's laps. Suddenly, a patient walked into the office and collapsed, falling face down and hitting the floor hard. Colleagues quickly rushed to the patient's side.

The patient was conscious but complained about having difficulty breathing. Medical Assistant Ashely Blöse immediately brought oxygen to the patient, while Medical Assistant Naomi Hiraldo reported the patient had become unconscious and was not breathing. She advised another colleague to call 911.

Rosaline Owusu, CRNP, arrived and assessed the patient, finding no pulse or respirations. She immediately began chest compressions and instructed Kaitlyn Rehig, LPN, to give the patient oxygen. The patient's shirt was cut off and an AED was applied.

Meanwhile, Medical Assistant Lori Jones helped move patients from the waiting area to a separate location, protecting them and allowing her colleagues to work on the patient without interruption.

Joseph Ciecko, DO, arrived and helped Owusu perform chest compressions. Jen Fisher, LPN, found the patient's wallet which contained identification containing the patient's name. Her colleagues were then able to pull the patient's medical information to help colleagues and EMS personnel provide proper care.

When EMS arrived, the patient had shallow respirations and a weak pulse as the team continued rescue breathing and oxygen. EMS was given the patient's medical information and transported the patient to hospital.

"All team members worked together to save a life," says nominator Colleen Yezik. "Through dedication and the ability to work together, LVPG Family Medicine– Whitehall team members displayed professionalism, compassion and empathy while demonstrating the highest level of care to one of our patients."

## **Next Steps**

Nominate a Service Star.

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

### **John Wheary, DO, and Jennifer Brown, LVPG**

Wheary and Brown bought and delivered a replacement bike for a patient who was involved in a bike accident after learning it was his only means of transportation.

### **Susan Kultys, LVH–Cedar Crest**

Kultys works tirelessly to ensure each patient has the correct number of caregivers while also caring for the nursing leadership team. After noticing a charge nurse put her patient's care above eating her own meals, Kultys brought her a home-cooked meal so she could eat well and feel appreciated.

### **Marissa Greggo, LVH–Muhlenberg**

After several unsuccessful attempts on a patient's IV contrast injection, Greggo persevered until she was able to access a suitable vein while offering compassion and tenderness to the patient. "She kept her composure the entire time, and that helped me to stay calm. She never gave up on me," the patient said.

**Anna Fernandez, Brigitte Naratil, Dawn Pudelka and Comfort Fordjour, LVH–17<sup>th</sup> Street** Working with the dying and their families is very stressful, sad and challenging. This team has been with hundreds of people as they die. Their performance is always outstanding, always sensitive and always

respectful.

**Denisette Irizarry, LVHN–One City Center**

Irizarry has been working with a family who struggles with behavioral and physical health problems. Her diligent efforts resulted in the family receiving needed governmental financial support, behavioral health services and the management of several co-occurring physical health complaints.

**Aalih Hussein, LVH–Pocono**

Hussein helped resolve a transportation issue for a patient with cancer who struggled to arrange and pay for transportation to and from 33 treatments. Her dedication and persistence allowed the patient to make all her appointments and treatments.

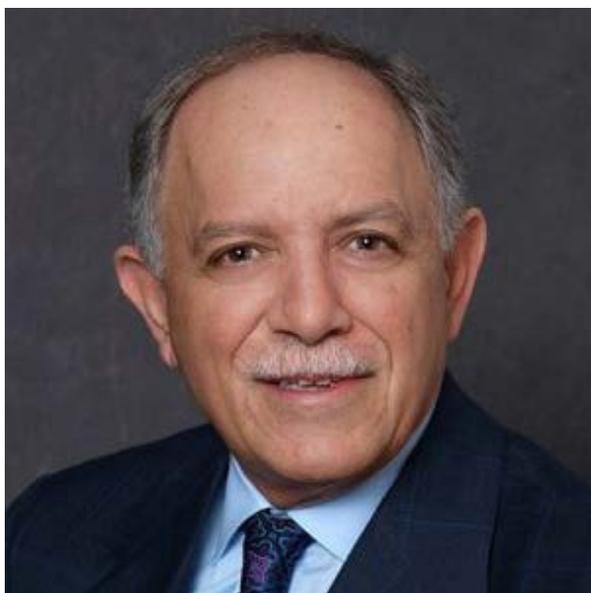
## Chief Legal Officer Announced

BY JANE DANISH · APRIL 16, 2018

***This message is from Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer.***

Sometimes the best solution to a challenge is right in front of us. That is very much the case with respect to our search for a new Chief Legal Officer.

It is with great pleasure that I announce the appointment of Matthew R. Sorrentino, Esq., as Chief Legal Officer at LVHN, effective April 30. He replaces David Springhetti, Esq., who left LVHN earlier this month to move back closer to family in Texas to continue his legal practice.



Matt is a longtime outside counsel who has been a tireless friend of and advocate for LVHN. He advised Muhlenberg Hospital Center during its merger with LVHN in the late 1990s and then became a highly trusted advisor to LVHN. Highlights of his work for LVHN include creation of imaging partnerships, development of Health Network Laboratories, Inc., and guiding the mergers of LVH-Hazleton, LVH-Pocono and LVH-Schuylkill.

Matt is joining us from Norris McLaughlin & Marcus PA in Allentown, where he is the chairman and managing partner. In addition to practicing health law, his practice also focuses on real estate and commercial acquisition transactions.

Matt was a political science major at Muhlenberg College and served in the Army Reserves after

graduation. He later was a parole officer prior to attending law school at Villanova University. He also served as a public defender doing both criminal and civil litigation.

In his new role, Matt will provide strong counsel for leadership while tightly managing external legal costs. In addition, he will serve an important advisory role as we continue to grow and navigate the many changes in health care and complex regulations governing the delivery of health care services both locally and throughout the industry. He will coordinate all legal matters for the network and provide oversight to the following network functions: Compliance & Audit, Government Affairs, and Legal Services & Risk Management.

In addition to providing legal expertise to LVHN, Matt and his wife, Ronnie, are active supporters of LVHN. They currently serve as Co-Chairs of the President's Society of LVHN and have participated in numerous philanthropic campaigns. They have two grown children, Justin, who lives in New Jersey and Lauren, who is also an attorney at Norris, McLaughlin & Marcus.

Please join me in welcoming Matt to LVHN.

## Blood Drive Set for May 8, 12-5 p.m.

BY [JANE DANISH](#) · APRIL 20, 2018

Have you ever wondered where your blood goes once you've given it? Here's what happens after your blood is collected:

Step 1: Your blood donation is labeled and sent to Miller Keystone's component laboratory.

Step 2: Whole blood donations are separated into two essential components: red cells and plasma.

Step 3: Your blood is typed, which includes identifying the ABO type and a positive or negative Rh factor. It is also tested to ensure that it is safe for release.

Step 4: Your blood is stored in large refrigerators and freezers at Miller-Keystone Blood Center. It is now ready for distribution to hospitals.

Step 5: The blood components are carefully packed in special temperature-controlled containers and transported to local and regional hospitals.

Step 6: Your donation arrives at a patient's bedside – typically within 10 days.

Now that you know what happens to your blood, why not [make an appointment today](#) to donate at LVH–Hazleton's blood drive?

Tuesday, May 8

LVH–Hazleton

Business and Education Center, first floor EMI room

You may register online at [giveapint.org](http://giveapint.org) or call Lisa Marie Halecky, Community Engagement, at 570-501-4249. A personal identification card is required at time of donation.

