

April 30- May 4

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Meet Carissa Magnotta, RN, who treated a stroke patient.

Open Mike: A New Season

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Tips to Lead Through Difficult Times – Video

Larry Riddles, MD, shares lessons from Hurricane Katrina.

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LVHN Facilities at Hazleton Now Accept Geisinger Gold

BY JANE DANISH · MAY 4, 2018

Lehigh Valley Hospital (LVH)–Hazleton President John Fletcher announced this week that LVH–Hazleton has entered into a multi-year agreement with the Geisinger Health Plan (GHP) that will make it easier for participants in the Geisinger Gold Medicare Advantage insurance plan to get the care they need at any of Lehigh Valley Health Network’s locations in and around Hazleton. Through this contract, LVH–Hazleton becomes an in-network, preferred provider under Geisinger Gold with easier access for Medicare customers.

Geisinger Gold members now are able to access inpatient and outpatient services at LVH–Hazleton, the Health & Wellness Center at Hazleton, the Health Center at Mountain Top, ExpressCARE and at other LVH–Hazleton outpatient sites. Geisinger Gold will also be accepted at Lehigh Valley Physician Group (LVPG)–Hazleton offices through the northeast region.

In addition to Geisinger Gold, LVH–Hazleton is an in-network provider for the GHP Family Medical Assistance Plan.

The hospital does not accept Geisinger’s commercial HMO/PPO plans or the GHP Kids children’s health plan at this time.



LVH–Hazleton Honors First DAISY Award Recipient

BY JANE DANISH · APRIL 30, 2018

In September, LVH–Hazleton announced the start of the DAISY Award program joining other hospitals in our health network (LVH–Cedar Crest, LVH–Muhlenberg and LVH–Pocono) and more than 2,700 hospitals worldwide that recognize the legacies of exceptional nurses with DAISY Awards. DAISY is an acronym for Diseases Attacking the Immune System. The DAISY Foundation was formed in 2000 in memory of J. Patrick Barnes by his family. He had an immune disorder that required high-tech care during the last eight weeks of his young life. The family wanted a way to honor and keep Patrick’s memory alive while recognizing the exemplary clinical skills and heartwarming compassionate care each of his nurses provided.

Meet LVH–Hazleton’s first DAISY Award recipient, Carissa Magnatta, RN, and read an excerpt from the nomination submitted by a patient’s family.



April 2018 DAISY Award Recipient

Carissa Magnotta, RN, 4th floor medical/surgical unit

Nominated by: Patient’s son

Nomination excerpt: Carissa was my father’s nurse when he was admitted following a severe stroke that left dad blind and unresponsive. I should mention that Carissa had dad as a patient for two days in a row, both of which she worked 12-16 hour shifts each day. From the first time Carissa entered our room and introduced herself, she presented a very caring, respectful and professional appearance.

She provided excellent care to my father during those two days. She was very attentive to keeping his pain controlled and was adamant about turning him every two hours to prevent any skin breakdown.

What impressed me the most, however, was how Carissa did not only care of my father, but she cared for our entire family as we coped with my father’s imminent death. She was always there with a smile regardless of how busy she was.

I have been a practicing RN for 25 years, and I cannot tell you how impressed I was when I learned she has only been a nurse for a little of more than a year. I cannot think of any other nurse that I would have caring for my father during this very difficult time for our family. Carissa embodies all the attributes that the DAISY Award was meant to honor.

How to nominate a colleague

Each quarter, LVH–Hazleton will honor a nurse with a DAISY Award, which will be presented in a short ceremony at her or his unit or department. If you work with an exceptional nurse, or have been a patient or a patient's family member who experienced care from an exceptional nurse, consider nominating her or him for a DAISY Award. Patients, patients' families and visitors can also nominate an exceptional nurse. Learn more and complete the short [DAISY nomination form](#).

Open Mike: A New Season

BY [MICHAEL ROSSI](#) · MAY 3, 2018



There's a buzz in the air and it's not just reverb from my microphone. The days are getting brighter, longer and warmer. The energy of outdoor activity is audible. Cold, brittle memories of winter are finally melting. A new spring season has arrived.

March was a frenzied month. But this was not solely because of the Villanova Wildcats win. The month, as the proverb predicts, came in like a lion. Unfortunately, it didn't leave like a lamb. For LVPG, "March Madness" was about surviving four nor'easters – which wreaked havoc on our practices, schedules and daily workflows. The weather growled fiercely for what seemed like days and dumped a lot of snow, resulting in voluminous patient cancellations and rescheduling.

LVPG physicians, advanced practice clinicians and staff were well prepared for any kind of "pitch" old man winter was going to throw. Despite wicked weather "curveballs," we were still successful in providing high-quality patient-centered care to the people of our communities.

Any baseball fan knows that in order to play in the major leagues, a player needs to be able to hit a curveball. So, it's no surprise that LVPG practice colleagues knocked all those winter weather pitches right out of the park! Short of a victory parade, LVPG colleagues deserve a huge round of applause for their exemplary efforts and patient-centered focus – during some of winter's most trying times.

As a new season of spring slowly buds and the beloved game of baseball, our national pastime, is in full swing, I wane nostalgic for a minute. Baseball is a great analogy for, well, just about everything. As a Mets fan, I am reminded of the great Tom Seaver who said, "If you don't think baseball is a big deal, don't do it. But if you do, do it right." Our LVPG practices understand this. We do it right. "Amazing. Everyday." Much like the greats, LVPG practices most definitely play in the major leagues.

Happy spring,

Mike



Michael Rossi, MD

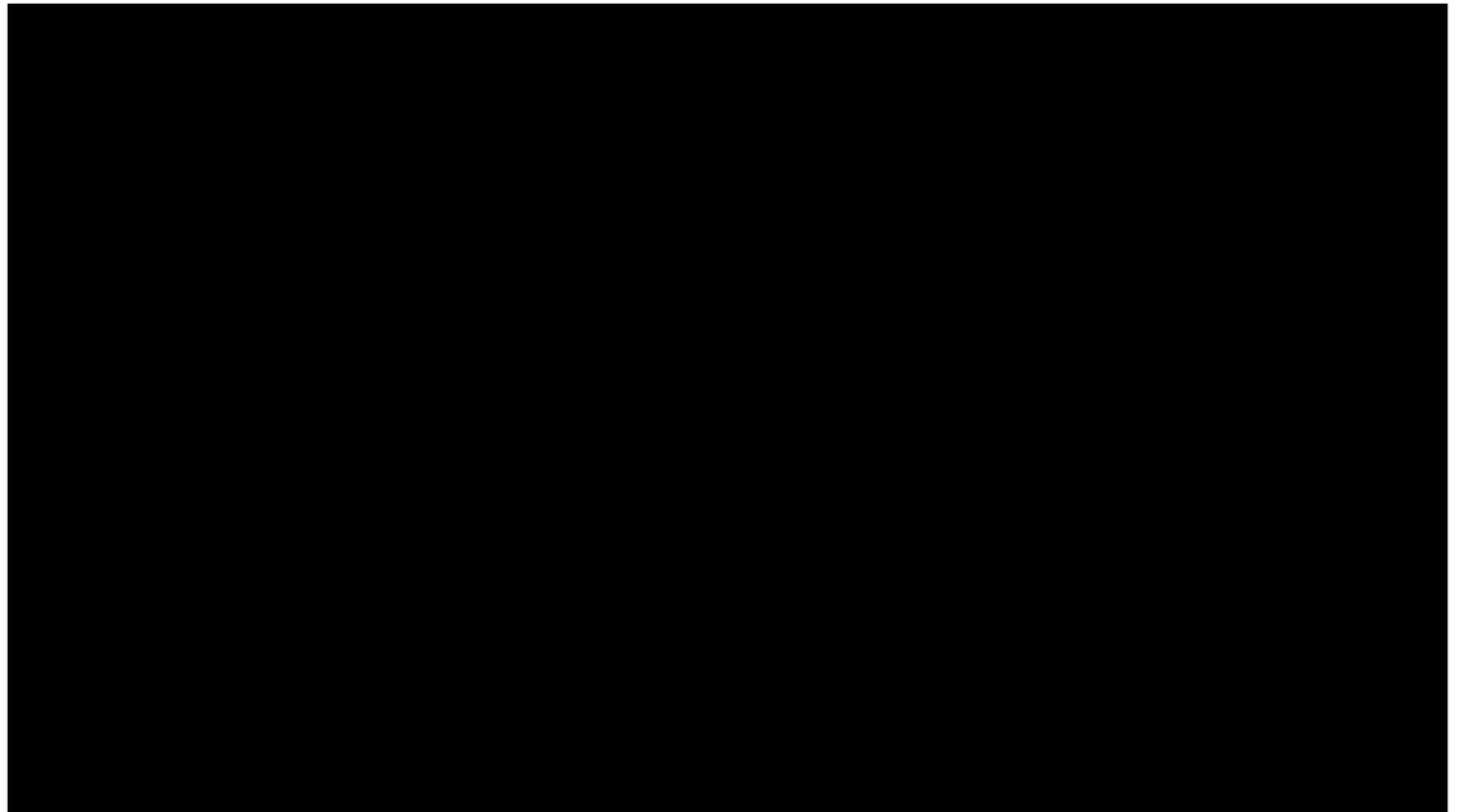
About me: My name is Michael Rossi, MD, MBA, and I am the Chief Physician Executive for LVHN and President of LVPG. I came to LVPG 15 years ago as Chief of Cardiology for LVHN and Medical Director of our Regional Heart Center. I truly enjoyed caring for cardiac patients and getting to know them and their families. I am proud to be part of such a great organization. My passion is patient care. I view my current role as taking that passion for caring for an individual patient, to caring for our entire community. It is an honor to work with such an outstanding network of dedicated colleagues.

Lessons Learned From Hurricane Katrina; 10 Tips to Lead Through Difficult Times – VIDEO

BY [RICHARD MARTUSCELLI](#) · APRIL 30, 2018

Leading through difficult times demands leadership strength, courage and resiliency. It takes seeing opportunity and working to restore order from chaos for the common good.

The current state of the health care industry is akin to the chaos during and following Hurricane Katrina. During an education session at April's Leader to Leader meeting, Regional Chief Medical Officer Larry Riddles, MD, recounted his leadership experience as a United States Air Force Colonel and lessons learned as Commander of a team deployed to help save lives following Hurricane Katrina. Watch his presentation, titled "Creating Order Out of Chaos: Leading Through Difficult Times." Then, use 10 tips from his presentation to lead your team through a challenge and make LVHN even stronger.



10 Tips to Lead During Difficult Times

1. **Understand the situation and true risks.** Avoid isolation, rely on members of your team and know that the greatest risks may not be the most obvious.

2. **Be ready and bold.** When it's time to act, you're time to prepare is over. Practice rigid flexibility.
3. **Know where you are going.** Understand the purpose, priority and destination.
4. **Execute at full speed.** Skip the drama and deliver results. Focus on what matters and ignore the noise. Achieve a smooth hand-off when you give work to another member of your team.
5. **Ask for help.** Don't assume to know it all or expect that you need to know it all. Engage your team. They have answers.
6. **Leadership is about the team.** The team will take care of the mission if you take care of the team. Trust between a leader and the team is the glue.
7. **Always have an exit strategy.** Start with the end in mind and know when the mission is over.
8. **Recognize, honor and appreciate your team.** Acknowledging specific accomplishments of teams and individuals creates a strong culture. Your team takes care of you. Don't forget to take care of them.
9. **Don't skip the after action report.** Answer these questions: What worked and why? What didn't work and why? What did we learn to improve performance for the next time? Then, revise your plan and be ready for the next time.
10. **Be courageous and resilient.** Hold a deep belief that you can and will overcome adverse conditions while admitting that the current situation is very difficult.

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 or call Lisa Marie Halecky, Community Engagement, at 570-501-4249. A personal identification card is required at time of donation.

