

## Casual Conversations With Dr. Nester Scheduled for June

Get the schedule and make plans to attend.

## Life Lessons From Our 2015 Friends of Nursing Award Recipients

Discover how they learned the things they know and how their life lessons impact nursing practice.

## How Does an Accountable Care Organization (ACO) Get Paid?

Jeff Etchason, MD, president of LVHNACO, explains what an ACO is and how they get paid.

## New Grant Designed to Help Colleagues Buy a Downtown Allentown Residence

Learn about an exciting employee benefit program called Live Near Your Work.

## Healing in Haiti

Four LVHN nurses collaborated with nurses in Haiti, learned about transcultural nursing and experienced inspiring instances of nurses who overcame adversity to deliver care.

## Join Our Memorial Day Observance on May 20

The ceremony will take place at LVH-Cedar Crest at noon and will be simulcast to several other sites.

## Epic Playground

Find out why your Epic training isn't complete unless you play, play, play in the Epic Playground.

## Know Your Numbers Winner Willie Smith Stays Active With a Fitbit

Learn how he burns 3,000 calories a day.

# Q & A

Get answers to your questions

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## Casual Conversations With Dr. Nester Scheduled for June

BY [RICK MARTUSCELLI](#) · MAY 13, 2015

In April, president and chief executive officer Brian Nester, DO, MBA, FACOEP, held a Colleague Forum. He talked about LVHN's strategic plan, shared the status of our goals related to the Triple Aim (better health, better care and better cost) and provided tips about how you can help us achieve our goals. [Watch a video of the forum, or read a recap.](#)

If you have questions about what he discussed, you can ask him during the next round of Casual Conversations. There are no scripts and no slides. It's simply an opportunity to ask questions and share the things on your mind. All colleagues are invited. See the list below and stop by the event that is most convenient for you. And don't worry if you can't make the beginning or need to leave early. You can come and go as you please during the one-hour session. So stop by, have a complimentary coffee, tea or water, and talk with our president and CEO.

June 1 – 3-4 p.m., LVH–17<sup>th</sup> Street auditorium

June 4 – 9-10 a.m. – LVH–Cedar Crest ECC 10

June 5 – 2:30-3:30 p.m. – LVHN–One City Center, seventh floor open area

June 9 – 2-3- p.m. – LVH–Muhlenberg ECC C and D

June 11 – 9-10 a.m. – LVHN–Mack Boulevard auditorium

June 12 – 3-4 p.m. – LVH–Cedar Crest ECCs 6, 7 and 8

June 19 – 1-2 p.m. – LVHN–Tilghman third floor conference room

[Print this Casual Conversations schedule](#), post it in your department and encourage colleagues to attend.

In addition, this summer Dr. Nester also will be scheduling a time to meet with night-shift colleagues. If you work on night shift, your administrator will let you know the date, time and location.

Tags: [Brian Nester](#) [Casual Conversations](#) [Dr. Nester](#)

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## Life Lessons From Our 2015 Friends of Nursing Award Recipients

BY [ADMIN](#) · MAY 15, 2015

“I learned the things I know from my instructors, family, co-workers, kindergarten (!) and life experiences.”

–*Darlene Hinkle*

“I learned by working with the best surgeons, nurses and staff. I always desire to do better, bring my best and learn from my mistakes” –*Kallan Diana*

“I have been amazed by so many nurses: their intelligence, attention to detail, capacity to care. It is easy to be inspired every day.” –*Jill Peoples*

These three LVHN colleagues were among dozens of nurses who told us “where they learned the things they know.” It was the theme of our 2015 Friends of Nursing Celebration. Each week on LVHN Daily, we’re giving you a chance to meet some of our 2015 Friends of Nursing award recipients and to learn from their stories.

### **A fitting representative of Florence Nightingale**

The recipient of the **The Florence Nightingale Exemplary Professional Practice Award, Darlene Hinkle** represents



everything Miss Nightingale stated a nurse should be. She obtained a baccalaureate and master's degree and became a board-certified operating room nurse for 35 years, way before certification was promoted. She recently displayed her knowledge at the Pennsylvania Organization of Nurse Leaders annual meeting and at the inaugural Surgical Services Summit in Las Vegas. She volunteers at our annual flu campaign, the LVH–Muhlenberg Summer Festival, and as a firefighter and emergency personnel on the fire ground and accident calls. And she provides fire prevention sessions for school-age children after trying in vain to save the life of a burned young girl brought to our emergency department.

### Transplant teamwork

LVHN's chief of transplantation services, Michael Moritz, MD, wrote that it is easy to write a nomination letter for **Kallan Dianna, recipient of The Joseph J. Prorok, MD Award for Excellence in Perioperative Nursing**. However, the hard part would be stopping – she is that good. Kallan, a member of the vascular-transplant team, volunteered to participate in our first kidney paired donation transplant. This allows living donors who are not compatible with their intended recipients to exchange kidneys to make the donation possible. This first case involved exchanging kidneys with hospitals in St. Louis and Jacksonville, Fla., requiring our operating room times to be dependent upon commercial air flights. For the first swap, Kallan volunteered to come in at 3 a.m., and for the second, she stayed beyond her day shift and well into the evening. Kallan recounts, "Our teams were able to perform perfectly and successfully make the deadlines for the flights. To be able to play a role in something so incredible made me feel like I had something considerable to contribute to my profession."



### From administrative partner to outstanding nurse

**Jessica Smith**, recipient of the **Dr. and Mrs. Donald H. Gaylor Medical-Surgical Nursing Award**, began her career with us as an administrative partner and has become the quintessential medical-surgical nurse – certified in the medical-surgical specialty and as a geriatric resource nurse, having a baccalaureate and master's degree in nursing, member and chair of unit and network-wide councils, member of two professional nursing organizations, and making presentations at conferences, most recently at the American Nurses Association



National Quality Conference in Phoenix. Student nurses are saying they learned the things they know from Jessica, as in addition to her full time job with us, she serves as a clinical instructor for Northampton Community College students.

### **Comfort, support for patient and family**

In addition to her many administrative partner duties on the night shift in intensive care unit (ICU), **Lynn Morgan**, recipient of **The Medical Staff Administrative Partner Award**, frequently takes time to offer emotional support to patients and families, such as recently when a trucker from a southern state suffered a heart attack, crashed his rig and was brought to the ICU. The patient's daughter, her husband and 4-month-old baby flew in to be by her father's side, where they stayed for the next week praying and hoping for a miracle. When Lynn realized the family was without essential baby items, she reserved the unit's family room, went home, cleaned and brought back to the hospital a pack-and-play, infant feeding seat and other baby supplies recently used for her own twins. Following the patient's death, as the family remained in town to make arrangements, Lynn encouraged them to keep her supplies for as long as they needed.



### **'Lucky to have her'**

D.J. Butz, director of the Neuroscience Unit, describes **Jill Peoples**, recipient of the **Award for Excellence in Neuroscience Nursing**, as follows: "As a bedside nurse, she is caring, compassionate and patient-centered; as a certified neuroscience nurse, she provides the highest and most comprehensive level of neuroscience nursing care our specialty has to offer; as a charge nurse, she effectively manages the busy day-to-day operations critical to our comprehensive stroke center; as a scholar, she offered presentations at the National Association of Neuroscience Nurses annual meeting; and as a peer, she supports her colleagues in any way she can, treating



them as part of her family. Our team and our patients are lucky to have her.”

### Inspired by cancer nurses

**Susan Eckhart**, recipient of the **LVHN Department of Legal Services Award for Excellence in the Promotion of Patient Care**, started her career with us 1986. She was the original unit partner for the Cancer Center at LVH–Muhlenberg when it opened in 1999, and is still working there today as a valued member of the medical secretary team. Susan claims she learned the things she knows from working side by side with the amazing nurses in the Cancer Center, as well as from the patients and families she encounters every day.



### Multiple nominations for outstanding physician

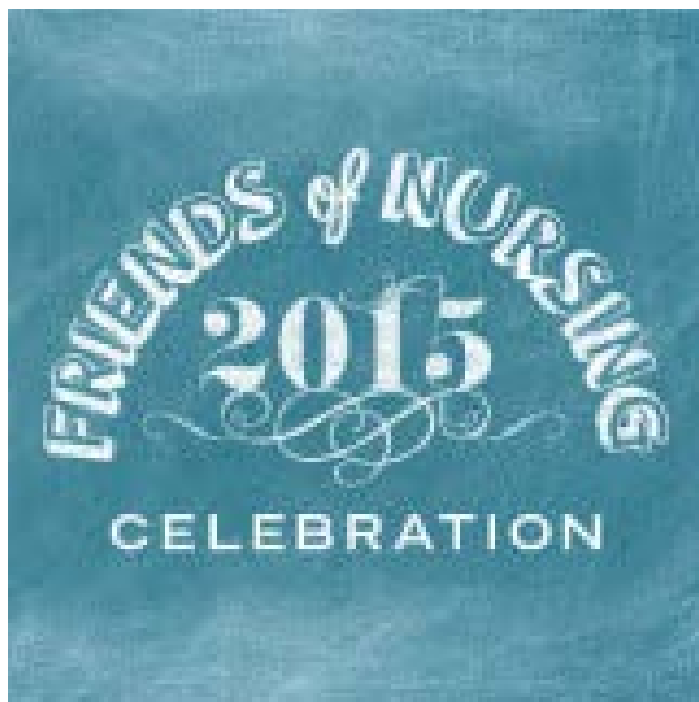
It is indeed an honor to be nominated for a Friends of Nursing award. But how about being nominated not just once, not just twice, but three times; no, not in different years, but in one year, by three different groups of nurses – from 4K, 6K and 7K? This was indeed the case for Steven Scott, MD, this year’s recipient of **The Professional Excellence Council Physician Friends of Nursing Award**. In his personal exemplar for this award, Scott wrote, “To me, it isn’t about *better* medicine; it’s about providing the *best* medicine.” This award signifies that Scott is the best.





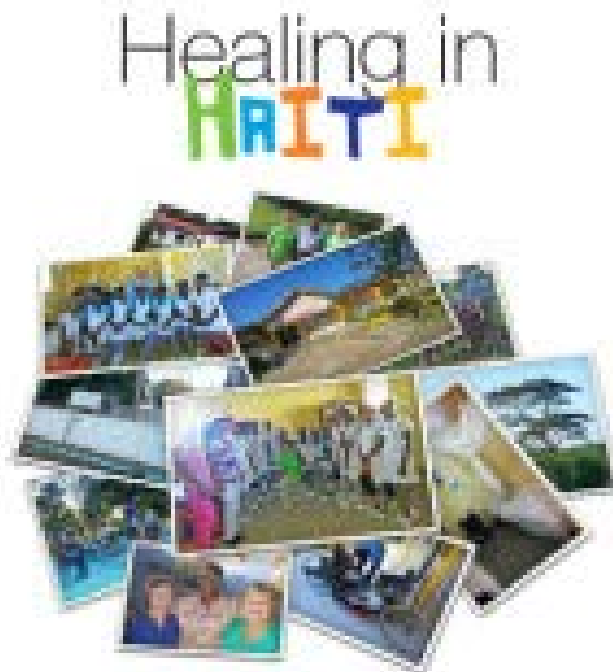
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## How Does an Accountable Care Organization (ACO) Get Paid?

BY RICK MARTUSCELLI · MAY 13, 2015

*This question was asked during a Casual Conversation with LVHN president and chief executive officer Brian Nester, DO, MBA, FACOEP. LVHNACO president Jeff Etchason, MD, provides this answer.*

To understand how an ACO gets paid, you must first understand what an ACO is. The Centers for Medicare & Medicaid Services (CMS) finalized regulations under the Affordable Care Act to help doctors, hospitals and other health care providers better coordinate care for Medicare patients through ACOs. Health care providers in the ACO agree to be held accountable for:

- Improving the health and experience of care for individuals
- Improving the health of the population they serve
- Reducing the rate of growth in health care spending



Studies have shown that better care costs less. When care is coordinated, patients receive the right care at the right time, avoiding unnecessary duplication of services and preventing medical errors.

### Here is how an ACO gets paid.

- Medicare continues to pay individual providers in the ACO for the specific health care services they provide. This is known as “fee for service,” which is how our nation’s health care system currently functions.
- If the ACO is able to meet benchmarks set by CMS related to quality and cost savings, the ACO receives a portion of the savings. The amount the ACO receives depends on its performance on quality standards. In other words, members of the ACO get paid more for keeping patients healthy and out of the hospital. This is known as “fee for value,” which is where our nation’s health care system is heading.

The ACO also faces some financial risk. If it cannot save money, it is still responsible for the investments it made to improve care. In addition to quality performance standards, an ACO is assigned a “threshold” level of savings it must achieve before it qualifies for shared savings, usually in the range of 2.5-3 percent. Therefore, if it reduces costs but doesn’t reach the threshold, those savings go to CMS at the expense of lost revenue to providers.

Here’s an example of what participating in shared savings could mean to LVHNACO. We estimate that if we are able to achieve our quality goals and produce at least 3 percent reduction in costs to CMS per year among all of our patients with Medicare, the ACO could potentially realize shared savings in the range of \$4-5 million.

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## New Grant Designed to Help Colleagues Buy a Downtown Allentown Residence

BY [ADMIN](#) · MAY 13, 2015

**\*\*\*This message is from Brian Nester, DO, president and chief executive officer, and Debby Patrick, senior vice president, human resources\*\*\***

LVHN is pleased to introduce an exciting employee benefit program available to all colleagues called Live Near Your Work (LNYW). LNYW is designed to help employees buy a residence in center city Allentown that may be within walking distance of their workplace.

### **Here are the highlights:**

- Neighborhood Housing Services of the Lehigh Valley (NHSLV) is offering \$10,000 grants to eligible LVHN employees who buy a house within a designated downtown neighborhood. The grant will help pay for the employee's down payment, closing costs and renovations. Grant funding is limited and available on a first-come, first-served basis.
- Participating banks are offering mortgages with reduced closing costs and other benefits to LNYW participants.

- The Neighborhood Partnership Program is offering facade-improvement grants of up to \$10,000 to eligible downtown homeowners.
- Neighborhood Housing Services has partnered with us to walk interested employees through the LNYW program, including helping them find an eligible property, select the best mortgage from a participating bank, apply for a residential facade-improvement grant and schedule their real estate closing.

### **Eligibility for LVHN employees based on the following:**

- Full-time and part-time employees (with a status of .4 FTE or greater);
- Employed for at least 2 years;
- Most recent performance appraisal received was satisfactory with a score of 3.0 or higher; and
- No counseling or discipline within the last 12 months.

### **Here's how to learn more:**

- [Visit the Neighborhood Housing Services webpage, nhs.vh.org](https://nhs.vh.org), for more information on LNYW, including designated neighborhoods, available properties, grant guidelines, the step-by-step home-buying process and more.
- Call Neighborhood Housing Services' Ana Claudia Lastres at 610-437-4571.
- Contact our in-house LNYW coordinator Becky Dougherty at 484-884-0939 for further details.

Through LNYW, we look forward to helping our employees reduce their commute and enjoy the benefits of living in a vibrant urban community while enhancing the quality and vitality of our surrounding neighborhoods.

## Healing in Haiti

BY [ADMIN](#) · MAY 11, 2015

# Healing in HAITI



In Haiti, nurses share a commitment to patient care with their colleagues from the U.S. “Their nurses are incredibly smart and dedicated,” says Barbara Labriola, MSW, RN, CMSRN.

Yet a lack of fundamental resources makes delivering that care difficult. More than half of Haiti’s 10 million citizens live below the poverty level. Infrastructure is limited. Running water is not dependable. A major earthquake and subsequent cholera outbreak five years ago have led to thousands of deaths and stretched those resources thin.

To help, the LVHN Professional Excellence Council has established a partnership with nurses employed within a nonprofit facility called Hospital de la Convencion Baptiste d’Haiti (HCBH) in Cap-Haïtien, the nation’s second most populated city. HCBH is funded through fees for service and two trusts – one in England the other the Haitian Health Trust, a Bethlehem-based nonprofit. The Haiti facility includes a hospital, rehab, and a therapeutic center for children with disabilities called Maison de Benediction.

Through the partnership, two LVHN nurses – Labriola and Kim Hitchings, MSN, RN, NEA-BC – traveled to Haiti in October 2014. In February 2015, Alida Ammon, MSN, RN, CIC, and Lori Yesenoski, MSN, RN, CCRN, CTC, made a similar journey. There, they collaborated with nurses in Haiti, learned about transcultural nursing, and



experienced inspiring instances of nurses who overcame adversity to deliver care.

### **What they saw**

The 2010 earthquake brought many Haitians to Cap-Haïtien from more severely damaged areas such as Port Au Prince. Some people there still have extensive earthquake-related spinal cord injuries and chronic wounds.

Daily temperatures ranged from 90 to 100 degrees. In the rare places where running water is available, the sink is equipped with a communal bar of soap. “Patients, staff and visitors use that bar,” Labriola says.

To help, on each trip LVHN nurses put their personal belongings in carry-ons and stuffed their checked suitcases with 50 pounds of supplies, including hand sanitizer. They provided training and demonstrations in compassionate care, wound care and infection control, with focuses on hand washing (using the GlitterBug® program), equipment disinfection and strategies to prevent urinary tract infections.

“We saw tremendous possibilities for working together on areas where we’re strong, such as infection control and wound care,” Labriola says. The team also sees potential for telehealth services that would allow nurses at LVHN and HCBH to consult remotely. During her trip, Yesenofski connected with colleagues at LVHN via secure videoconferencing using a laptop computer. The ability to connect to the Haitian hospital offers increased opportunities for continued partnering and collaboration.

### **What they learned**

“I learned as much from the nurses in Haiti as they learned from us,” Yesenofski says. “They had a strong sense of camaraderie. They take time to talk with one another, share a joke or exchange pleasantries.”

Their caring is rooted in deep spirituality. “They’re much more faith-based,” Ammon says. “They believe God will help them and be there for them.” When a senior staffer broke down over a family health crisis during a meeting, nurses cried and prayed with her.

Yet Haitian nurses could be curiously distant from patients. “They make little eye contact and are very stoic,” Labriola says. “They have enormous patient loads, and walling off their emotions seemed to help them avoid being devastated.”

To show how compassionate care leads to better outcomes, Yesenofski showed a YouTube video on empathy for patients and caregivers. “They enjoyed it so much they asked me to put it on a stick drive so they could view it again and share it with others,” she says. “They are very interested in best practice.”

Yesenofski also saw how resources like prenatal care could help. She was in the operating room when 26-week-old twins were delivered after dying from complications due to preeclampsia. “It was very sad, and it’s preventable when prenatal care is available,” Yesenofski says.

### **Changing perspectives**

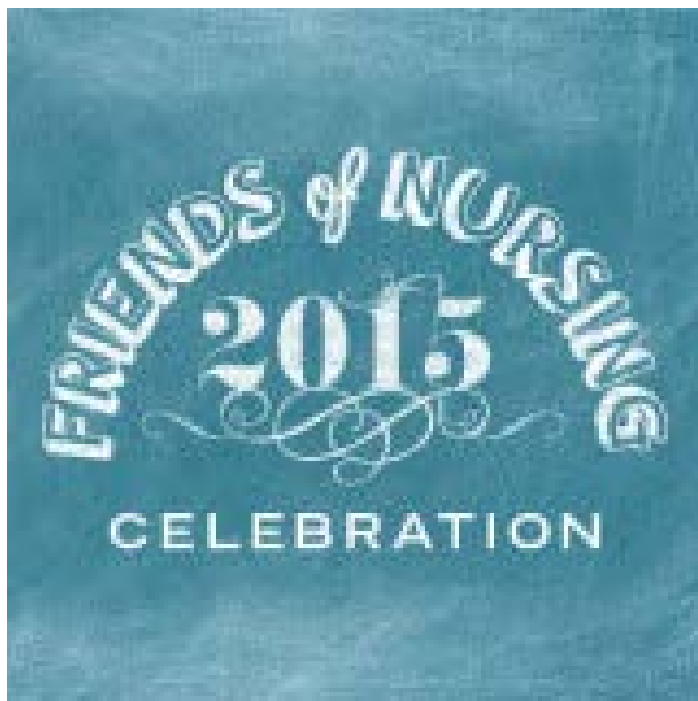
All our nurses returned home with new perspectives. “When we walked down the road in Haiti, people stared at us because we’re different and looked out of place,” Ammon says. “It gave me a taste of what it’s like to be in the minority.”

“The mission was humbling,” says Yesenofski, whose trip was actually her second medical mission to Haiti. “I am forever grateful and will never take for granted the resources we have here in the U.S.” Witnessing extreme and

pervasive poverty led to immense gratitude. “My first day back at work, I had tears in my eyes,” Labriola says. “You can’t go and see those faces, especially the children, and not appreciate how much we have here. It’s life-changing.”

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25 FEB, 2015

## Join Our Memorial Day Observance on May 20

BY [GERARD MIGLIORE](#) · MAY 12, 2015

All colleagues are invited to join LVHN's May 20 Memorial Day observance to honor those who died serving our country during war. While the annual federal observance is the last Monday in May, our event is Wednesday, May 20 so more colleagues can participate.

The 20-minute ceremony will take place in the LVH–Cedar Crest auditorium from noon-12:20 p.m., and will be simulcast to the following locations:

- LVH–17th Street second floor auditorium
- LVHN–Mack Boulevard auditorium
- LVH–Muhlenberg, the Frank Banko Educational Conference Center rooms C and D
- LVH–Hazleton Employment & Technology Center, third floor training room
- LVHN–One City Center (Renaissance Hotel, 5th floor ballroom)



Originally established to honor Civil War dead in 1868 and called Decoration Day, the holiday later was renamed Memorial Day to recognize the fallen from all conflicts. Our observance will include a Veteran Colleague Honor Guard with representatives from each of the five U.S. military service branches: Army, Marines, Navy, Air Force and Coast Guard.

All service colleagues (active duty military, honorably discharged veterans and members of the guard and reserve) are invited to wear their uniforms (in whole or in part; caps and fatigue jackets acceptable, class A, B or C acceptable) to work on May 20. Consult with your supervisor, as appropriate, if you plan to wear your uniform.

# Epic Playground

BY [JENN FISHER](#) · MAY 14, 2015

Even when you are old enough to know better, it's still a lot of fun swinging on a swing or sliding down a slide. As Wave 1 colleagues learned, playing in the Epic Playground is liberating: you can try tasks over and over in the Playground environment without fear of breaking the system. And in the Playground, the more you practice with Epic, the greater your comfort when you use the electronic medical record system in the real world.

Stephanie Riegel, scheduling coordinator with LVPG Cardiology—1250 Cedar Crest, wants Wave 2 colleagues to understand how important that Playground practice is. “There is no amount of training that can completely prepare you for events that take place at Go-Live,” she says. “However, the more time you are able to devote to working in the Playground, the better prepared you will be to handle those events.”



Riegel's thoughts are echoed by Cayse Charron, practice manager with LVPF Family Medicine–Nazareth. “Playing in the Playground is extremely beneficial,” Charron says. “Being able to ‘test’ what the system can and cannot do is undeniably one of the best things you can do for yourself to help you prepare.”

## **Playground FAQs**

Wave 2 super user training started this week and that means the Epic Playground is open for business. But who gets access and when? Read on for our Epic Playground FAQs and find answers to that question and more.

### **When do super users receive access to the Epic Playground?**

Super users will notice a new icon in their Single Sign-On (SSO) toolbar with the letters “PLY” on it. That icon will take you to the Epic Playground BUT it will not be activated until you complete your first 100 level class and receive your PLY user name and password.

### **When do end users receive access to the Epic Playground?**

End users will receive their PLY user name and password after completing their first 100 level class. The PLY icon will appear on your Single Sign-On (SSO) toolbar.

### **What if I don't see the PLY icon on my SSO toolbar by the end of the 100 level course?**

If you do not see the Playground icon on your SSO toolbar, please refresh your SSO by clicking “options” then select “refresh application list” from the drop down list. If you still do not see the icon after refreshing the SSO toolbar, then call 610-402-EPIC and select one of these options:

- If you are a super user, select option #3
- If you are an end user, select option #4

In either case, be sure to leave your name and system user identification (SUI) number, as well as a call-back number. (Note: SUI refers to the unique identifier you enter when logging on to a network computer – it is one letter followed by 4 numbers.)

### **What can I do in the Epic Playground?**

You will receive practice exercises in your class so you can try new skills you are learning in the Epic environment. Many practice exercises will be done in class, however outside of class time you should also play in the Epic Playground so you can become more comfortable with Epic functionality. In some cases, colleagues who handle registrations will have specific registration practices to complete using fictional patients.

### **Can I use someone else's log-in if I have the PLY icon but haven't taken my first 100 level class yet?**

Please do not use another person's log-in to practice in the Playground. Exercises help build on what is taught in class. When you complete your first 100 level class you will receive a user name and password for PLY.

### **What does it mean that the Playground refreshes?**

Each day between 5:00 a.m. – 5:45 a.m. the Epic Playground refreshes. That means the hyperspace environment is cleared out of previous exercises and fresh fictional patients and current clinical documentation is put in place for a new day of PLY activities.

## **Wave 2 Inpatient**

**Now:** Wave 2 inpatient equipment delivery and set-up

**Now–May 31:** Wave 2 super user training

**Now–June 26:** Wave 2 Technical Dress Rehearsal (TDR)

**May 29:** Patient Movement Matrix day in inpatient settings

**June 1–July 26:** Wave 2 end user training

**July 14:** Wave 2 Super User Refresher meeting. *(Two times available. Register on TLC.)*

**July 20, 2015–Aug. 14, 2015:** PTO freeze (restrictions) in effect for Wave 2 (inpatient) colleagues

**Aug. 1, 2015:** [Go-live for Wave 2, inpatient settings](#)

## **Wave 1 Ambulatory**

**Mid-2015 and beyond:** [Optimization](#)

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## 'Know Your Numbers' Winner Willie Smith Stays Active With a Fitbit

BY [SHEILA CABALLERO](#) · MAY 12, 2015

It's not unusual for Willie Smith, 27, to burn 3,000 calories a day. Smith is part of LVHN's Boots on the Ground information services team. When he's not roaming the halls troubleshooting computer and equipment problems at LVH-Cedar Crest, he's often found astride his Colony Cube BMX bike, practicing tricks like the mega spin. It's a move similar to a ballerina's pirouette, except Smith accomplishes it on one wheel while kicking his back tire into a 15-rotation spiral.

Smith enjoys working out after a long day dealing with technical issues. When he's not practicing or thinking up new tricks on his bike, he's pumping iron at Gold's Gym on Lehigh Street in Allentown to add muscle mass to his 5-foot-7, 142-pound frame.



He won a Fitbit Flex in January as part of our Know Your Numbers campaign. Since then, the black flexible fitness tracker rarely leaves his wrist. He uses it to monitor his activity throughout the day, track his water intake, calories in and out, and the quality of his sleep.

"I go to the gym three times a week to build muscle," Smith says. "I need a strong core to make sure my tricks aren't shaky. I also stretch 10 minutes into my routine and then do a really good stretch when I'm finished."

Smith ran track for Liberty High School in Bethlehem. That's where he learned the importance of a warm-up and cool-down period. Today he makes sure he properly stretches his legs, torso and arms before he starts doing tricks. Smith needs balance and core strength to perform flatland/freestyle BMX riding. The sport also gives him a good cardio workout.

"When I first started out I fell, pinched a tendon in my arm and lost a couple fingernails," Smith says. "My family wanted me to play football, but that wasn't for me."

Often, Smith can be found at the Bethlehem Skateplaza, just opposite the Sands Casino. It's one of the venues where he tries out new tricks or practices for competitions. He won first place in the Turner Evolution competition novice division last summer in Philadelphia.

"It's different than Street BMX where riders jump stairs or sail down public handrails," he says. "Riders start on one trick, then transition into another one. Competitions happen all over the world for professional and amateur riders."

With tricks so highly choreographed, it's no surprise to learn that Smith dances too. It's called old-school pop-and-lock dancing, and it requires a lot of endurance. He's even placed second in competitions in Philly, New York and Harrisburg.

"I dance every day," Smith says. "I'm always working on different muscles. Someday you may catch me doing the moonwalk in the elevator."

Smith's current goal is to increase his weight to 145 pounds. He can eat anything but stays away from fried and processed food.

"I was super excited when I won the Fitbit," Smith says. "I'm trying to gain weight, so I use it to monitor my calories in and how much I burn. It connects to an app on my phone where I can see all my results for the day. I can even track my sleep and it wakes me up with a subtle vibration instead of an alarm."

Tags: [Know Your Numbers](#)

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