

LVHN WEEKLY

HAZLETON

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

May 14- May 18

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

Colleague Survey Results Are In

Discover our strengths, opportunities and next steps.

Introducing our Colleague Ambassadors- Video

Learn what they do and what it means to wear the badge.

Social Media Accessible at LVHN- Video

Use #LVHNProud to share health network news.

Terry's Take: Lollipop Moments- Video

They can change your life, or someone else's.

Jasmine Rooks is May's Service Star

She saved a little girl's life.

Memorial Day
Observance,
May 24

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Open Mike:
A New
Season

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Hackerman-Patz
House Facts

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LVHN news

Pregnancy - Millennial Style

Customized Joint
Replacement Programs

Extreme Morning Sickness

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Colleague Engagement Survey Results Are In

by [Jane Danish](#) · May 18, 2018

In April, all colleagues had the opportunity to take the Colleague Engagement Survey. It was your chance to express what's on your mind about working at LVHN.

The results are in. Now, LVHN will listen to you and turn your survey answers into action. Here's a look at our health network's overall results and your role in making LVHN the employer of choice in the region.

Participation

11,536 colleagues (68 percent of colleagues)

That's a 7-percent increase over our last colleague survey in 2016. Strategic Management Decisions (SMD), the independent firm that administered the survey, says that's an impressive increase.

Our strengths

These are the categories in which we scored highest:

- Job fit – We like the work we do.
- Safety – We work safely to prevent injuries.
- Engagement – We are willing to put in a great deal of effort to help LVHN succeed.
- RN-to-RN teamwork and collaboration – Nurses help each other accomplish their work.
- Fundamentals of quality nursing care – Nurses are clinically competent.
- Colleague autonomy – We clearly understand what is expected of us in our jobs.

Areas of opportunity

These are the categories in which we will have further conversations and focus groups to develop



responses and/or solutions:

- Resources and staffing – There is adequate staffing in my work area to provide excellent service.
- Senior management – Senior leadership (President and CEO, Executive Vice Presidents, Senior Vice Presidents, Presidents and other LVHN senior leaders) round with colleagues on a regular basis.
- Accountability – Poor performers are not tolerated in this organization.
- Organizational environment – There is a strong sense of job security in this organization.
- Nursing autonomy – Nurses are involved in decision-making outside of their immediate work area.

Themes in open-ended questions

What do you like best about working at LVHN?

- People I work with: We are a great team!
- Pay/benefits: Health care benefits, PTO, LVHN Fitness membership
- The job/work I do: I like the work I do.

Provide one suggestion on how to make LVHN a better place to work.

- Compensation/benefits: Post-retirement benefits
- Staffing: Hire more employees.
- Communication: Between departments, among staff and from leadership

What barriers are keeping LVHN from delivering the highest level of service or the best patient experience?

- Staffing: Shortage of physicians
- Communication: Between patients and providers
- Equipment: Aging equipment

In what ways can we provide improved access and convenience to our patients?

- Staffing: More providers and staff
- Improved hours for services
- We're doing great.

Next steps

Senior leaders will review network-wide results and identify opportunities for improvement. Based on

your survey answers, they'll explore immediate and long-range tactics (such as new policies or programs) to make LVHN a great place to work.

Your manager will share your department-specific results with you and your team. Your manager also will attend SMD information sessions and receive tools to develop action plans to make your department a better place to work. Action plans must be submitted by Aug. 15.

Your role

Help your manager analyze your department results. As a team, talk about what the results mean and ensure they paint a true picture of your department. Offer to help your manager create an action plan and encourage others to do the same. Share ideas about ways to make the colleague experience even better. Together we will take action to make LVHN the employer of choice and best place to work and grow in the region.

New Colleague Ambassadors Share What It Means to Wear the LVHN Badge – VIDEO

by [Jane Danish](#) · May 17, 2018

In Dr. Nester's recent [State of the Health Network address](#), he talked about the importance of 18,000 colleagues moving forward in the same direction. When all of us move forward together, there are no challenges we cannot overcome. To kick start a movement and make LVHN even stronger, we gathered a group of LVHN's most passionate and dedicated colleagues to become our first Colleague Ambassadors.



Colleague Ambassadors



Who are Colleague Ambassadors?

A group of colleagues were invited to be ambassadors.

The group includes Service Star recipients and nominees,

Friends of Nursing and DAISY Award recipients, colleagues interested in the LVHN Young Professional group, members of nursing committees and councils, members of the Management Leadership Academy, physician leaders, Deans of Wellness and more. To feel just how emotionally connected ambassadors are to LVHN, watch this video featuring ambassadors talking about what it means to wear the LVHN badge.

Watch the video [here](#).

What is the role of a Colleague Ambassador?

Colleague Ambassadors share LVHN news and information with colleagues and community members. For example, ambassadors helped spread the word about our recent Colleague Engagement Survey. Ambassadors model PRIDE behaviors. They inspire and motivate colleagues. They will gather and share colleague feedback with leadership during regular Colleague Ambassador meetings. They will

recruit new ambassadors and share stories about what makes them LVHN Proud.

What's in it for ambassadors?

Ambassadors' voices are heard when they share their feedback and the feedback received from colleagues. They are respected by their peers and serve as LVHN role models. Ambassadorship provides opportunities for professional development. Plus, ambassadors will be invited to events where they can network, brainstorm and have some well-deserved fun.

Can I be an ambassador?

You can join this exclusive group if you are passionate about LVHN, if you always practice PRIDE and you are committed to making LVHN even stronger. Think you fit the mold? Tell us why you should be an ambassador by sending an email to LVHN_Ambassadors@lvhn.org and sharing what makes you LVHN Proud.

How can I help build momentum?

Whether you're an ambassador or not, all colleagues can advocate for LVHN. You can help by using the hashtag #LVHNProud when you share, like or comment on LVHN stories on social media.

Social Media Now Accessible on LVHN Computers – VIDEO

by [Jane Danish](#) · May 17, 2018

Your engagement and advocacy is more important than ever as health care experiences monumental change. We need all 18,000 colleagues working together to move forward and make LVHN even stronger. That's why we're making it easier for you to get and share health network news and information by opening up social media on LVHN computers. That means you can visit Facebook, Instagram, Twitter, LinkedIn and other social networking sites to get LVHN news and advocate for LVHN while you're at work.



Use #LVHNProud

All colleagues are encouraged to interact and share LVHN news on your social media accounts using the hashtag #LVHNProud. More than 10,000 people active on social media identify themselves as employees of LVHN on their profiles.

Four reasons we opened social media

1. Social media is the 21st century equivalent of word-of-mouth. Who is more trusted than an organizational insider? You can act as advocates for our message in social media by sharing important posts with friends and family in real time and help tell our story.
2. By reading and sharing LVHN social content, you can stay in tune to health network happenings and create a stronger bond to the health network and your colleagues.
3. Research suggests that using the internet at work is good for employee productivity and reduces burnout. Nearly 55 percent of workers agree that social media breaks help them recharge.
4. LVHN trusts you to use social media at work for the good of our health network. Time-wasters will find ways to waste time with or without social media access.

Learn to be an advocate on social media

Our “In Case You Missed It” (ICYMI) video typically shares recent LVHN activity on social media. This month, the video is called “So No One Misses It” because it helps you be a social media ambassador.

Watch it [here](#).

Next steps

- When participating on social media and LVHN Daily, it’s important that you use your PRIDE behaviors.
- Read LVHN’s [updated social media policy](#).
- Read our [Guide to Cordial Commenting](#).
- If you have questions about the policy, contact your human resources consultant.

Terry's Take – “Lollipop Moments” Can Change Your Life (Or Someone Else's) – VIDEO

by Terry Capuano · May 14, 2018



Have you ever experienced an interaction with someone who left a very big impression on you? It might have been at the gym when a fellow gym-goer encouraged you – so you tried harder. You may have received words of thanks from someone you didn't expect to hear them from – and you felt respected. You may have seen the compassionate way a colleague spoke to a patient or a patient's family member – and followed their example when you spoke with the next person. These moments can change you in a way you didn't expect – pushing you to try harder; helping you discern the power of thanks; inspiring you to pay forward encouragement, courtesy, respect, kindness.

I truly believe that the people who make these impressions on us have no idea they are doing something extraordinary. Someone recently shared with me an impression I made on them more than 15 years ago. Hearing that made me feel incredible. And, it spurred me to reach out to those who have made a lasting impression on me.

I recently shared a Ted Talk with managers that I believe speaks to each one of us. It challenges us to redefine what most of us think about leaders and leadership, and empowers us to make “lollipop moments” happen all the time.

Watch the video [here](#).

Watch the video and share your “lollipop moments” below – I'd love to hear the ways people have shared their wisdom, kindness or humor with you and how it made a difference in your life or career.



Terry Ann Capuano

About me: My name is Terry Capuano, RN, and I am the Executive Vice President and Chief Operating Officer at LVHN. I have worked at LVHN for more than 30 years and consider it an honor to serve as your COO. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the health network. [Learn More](#)

Service Star of the Month—May 2018

by [Emily Mitchell](#) · May 17, 2018

Jasmine Rooks, LVH–Pocono



Working in a fast-paced environment, Medical Assistant Jasmine Rooks regularly goes above and beyond for her patients receiving chemotherapy and medical oncology care at LVH–Pocono’s Dale and Frances Hughes Cancer Center. Recently, her ability to act quickly helped save a little girl’s life.

While on a shopping trip with her mother, Rooks noticed a crowd forming in the store and went to investigate. She saw a distraught father cradling his young daughter in his arms. She was limp and unconscious. The father was struggling to convey what was wrong because he could not speak English.

Rooks sprang into action. She was able to instruct him to help her move his daughter onto the floor. The young girl’s lips were white and her face was extremely pale. Rooks quickly unzipped her jacket and checked the little girl’s pulse, but felt nothing. After instructing her mother to call 911, Rooks

immediately began CPR. In less than three minutes, the young girl was resuscitated.

Rooks stayed with the little girl's family until medics arrived. She informed them of her actions and the girl's medical status. The little girl's father was overwhelmed with emotion. He was able to convey his extreme gratitude to Rooks, not with words, but through hugs and tears.

Next Steps

Nominate a Service Star.

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

Arielle Arbrushites, LVHN—Mack Boulevard

Arbushites, a social worker in our hospice program, arranged a “dream wedding” vow renewal for a terminal patient in her 30s, complete with hair and makeup, wedding dress, flowers, church ceremony, reception and photographer.

Mark Knouse, Jaan Naktin, Marcelo Gareca and Justin Cooper, LVPG

This team helped expand the Keystone Travel Medicine evening travel program through extra hours of volunteer work, ensuring patients have access to vaccinations and travel advice prior to traveling out of the country.

Tiffany Ingraham, LVH—Muhlenberg

After receiving a cold call from a suicidal patient during a snow storm this winter, Ingraham stayed on the phone with the patient for more than one hour as inclement weather delayed police from arriving.

Gail Toscano, LVHN—One City Center

As part of the Department of Community Health's Sunshine Committee, Toscano generously helped plan and execute events like baby showers, picnics, potlucks, monthly lunches and more, helping spread positivity and compassion.

Judith Chernikovich-Clemens, LVH—Cedar Crest

Chernikovich-Clemens has shown incredible nurturing, thoroughness and grace as part of the inpatient hospice unit while interfacing with the patient, family, inpatient hospital staff, and home care and hospice staff.