

May 28- June 1

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Eighteen area children created "healthy living" artwork.

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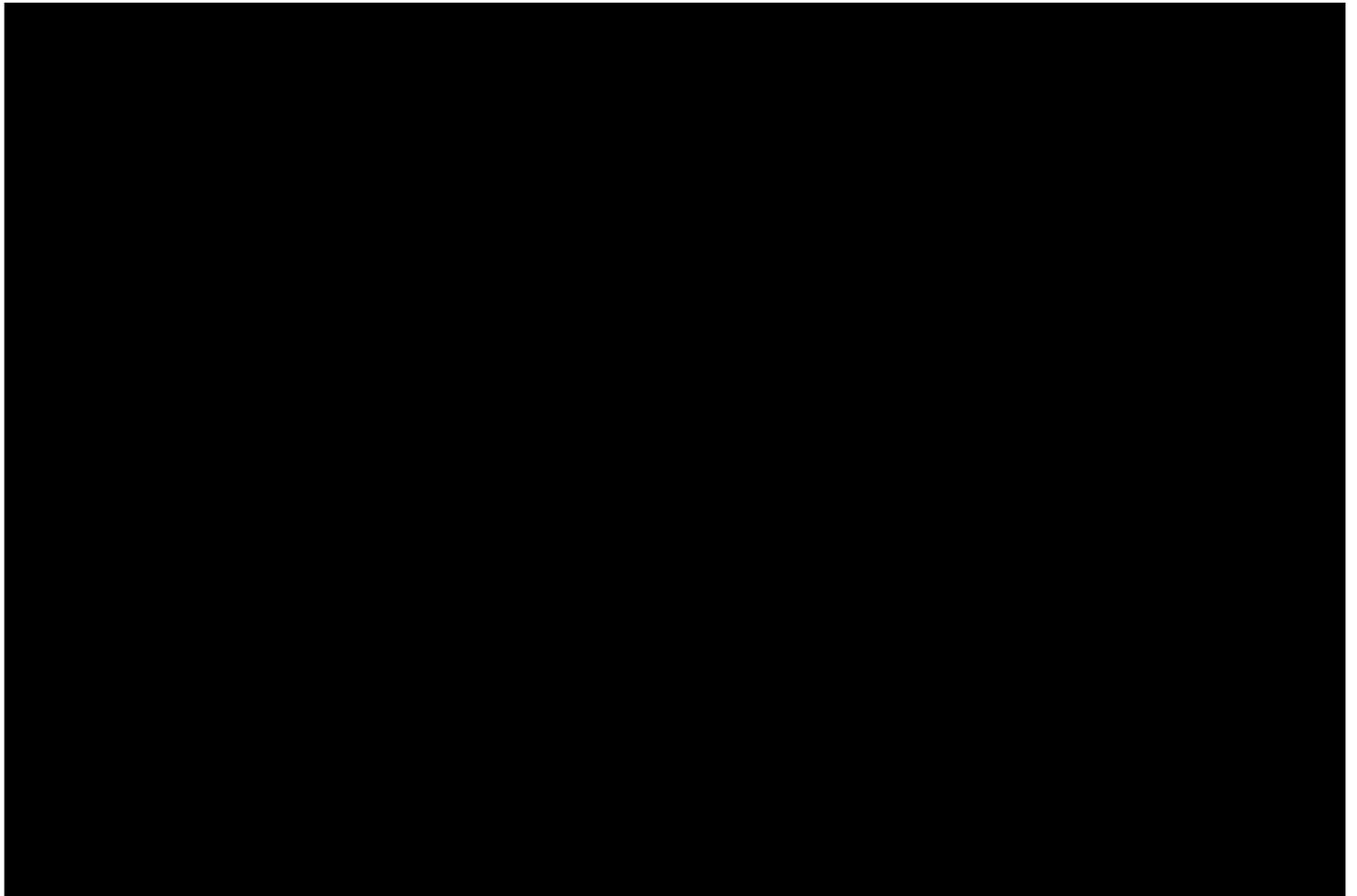
# CEO Update: Dispelling Rumors About Mergers

BY RICHARD MARTUSCELLI · MAY 29, 2018



*Each month, LVHN President and CEO Brian Nester, DO, MBA, FACOEP, records a video called the CEO Update about a timely topic. It's part of the way we're sharing information with you called the [Communication Cascade](#). In this edition, Dr. Nester dispels a rumor many colleagues have been hearing.*

Watch May's CEO Update below.



We recently wrapped up the latest round of Town Hall meetings. This year, one question was asked at almost every meeting. Today I would like to answer that question and dispel some rumors so we can focus on what really matters: Providing convenient access, an outstanding patient experience, and quality care at a low cost. Value.

The question asked was this: Are LVHN and UPMC planning to merge? Despite what the rumor mill may have told you, we are not announcing a merger with UPMC or anyone else.

We did sign an agreement to participate in UPMC's health insurance network, like we did with Geisinger's in certain markets. We also continue to work closely with Highmark on Lehigh Valley Flex Blue. All of this is part of our everyday operation. Instead of working on new mergers, we're strengthening LVHN in the communities we serve as a result of previous mergers.

In Hazleton, we're renovating the existing hospital and planning a health care campus of the future. In Schuylkill County, we continue to consolidate services in our two hospital campuses to deliver care efficiently and meet the community's needs. And we recently announced the extension of our membership in the MSK Cancer Alliance to LVH-Pocono, as well as the addition of cardiothoracic surgeon Dr. Ray Singer to the Pocono team. These moves advance the level of cancer and heart care available to the people of Monroe County.

So when you get questions about mergers from family and friends, set the record straight. Right now, we're focusing on giving people access to the care they need by "just saying yes." We're giving patients and families an exceptional experience when they're with us. And we're keeping costs down and finding innovative ways to provide health care value. That's the LVHN DNA. And when we all focus on it, we keep LVHN strong.

To everyone who attended a Town Hall, thank you. These meetings give you an opportunity to share what you're hearing, and your feedback helps us set the record straight. Thank you for all you do and for being "Amazing. Everyday."



A handwritten signature in black ink that reads "Brian Nester". The signature is fluid and cursive.

**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.

## Christian Barangian Wins 5th Community Canvas Grand Finale – PHOTOS

BY JANE DANISH · MAY 25, 2018

Christian Barangian, a third-grader from Tracy Elementary School in Easton, was crowned the overall champion Saturday in the fifth annual Community Canvas Grand Finale at Lehigh Valley Mall.



The 8-year-old Barangian bested 17 other third-, fourth- and fifth-grade artists to take home the top prize in the competition which gave youngsters from eight area elementary schools the chance to display their passion for healthy living and their talent for art.



Omari Brooks, 8, a third-grader from Steckel Elementary School, was the runner up. Sadie Crume, 11, a fourth-grader from Shawnee Elementary School, placed third. Other participants in the grand finale included: Julian Nieves, 10, a fifth-grader from Cheston Elementary School; Lilly Peluszak, 9, and Justin Marquez, 8, third-graders from Steckel Elementary School; Elias Baurkot, 9, a fourth-grader, Gianna Palmeri, 10, and Kari Szczesny, 11, fifth-graders, from Forks Elementary School; Johnavone Stragratanio, 10, and Wyatt King, 9, fourth-graders from Paxinosa Elementary School; Matthew Nigro, 8, a third-grader from Shawnee Elementary School; Trent Ader, 10, a fourth-grader, and Eddy Molina, 11, a fifth-grader, from Tracy Elementary School; Kellyn Chung, 11, a fifth-grader, and Valeria Restrepo, 9, a fourth-grader, from Zephyr Elementary School; Navaeh Brown, 8, and Jainmarie Figueroa, 8, third-graders from Central Elementary School. Schools from the Allentown, Whitehall-Coplay and Easton Area school districts participated in the competition.



While the artists were hard at work creating their masterpieces in the 45 minutes allotted for the competition, local chefs competed in a “cook-off” creating healthy, tasty snacks. Sarah Hinsch from Greenmouth Juice Bar and Café in Easton and Allentown prevailed in the cooking competition. Jack Jones, farmer at Knopp Branch Farms and Tom Rutherford, culinary arts instructor at Bethlehem Area Vocational Technical School, also participated. Each chef was tasked with incorporating cauliflower, almonds and grapes into their snacks.



Through a partnership between Lehigh Valley Children's Hospital and Lehigh Valley Art Spark – and in conjunction with the Kellyn Foundation – Community Canvas gives students the opportunity to create artwork based on healthy eating habits and all-around wellness. There were eight preliminary rounds featuring each school to determine the competitors for the grand finale. All of the student artwork will be hung in Lehigh Valley Health Network facilities.

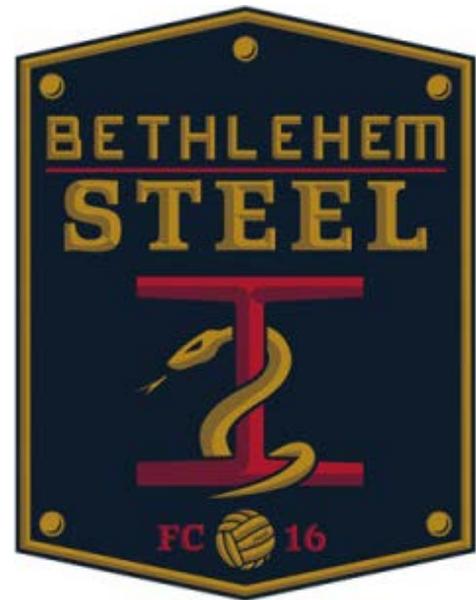
## Get 4 Free Tickets to Bethlehem Steel FC Game June 9

BY [JANE DANISH](#) · MAY 25, 2018

All Lehigh Valley Health Network (LVHN) colleagues are eligible to receive up to four free tickets to an upcoming Bethlehem Steel FC soccer game at Goodman Stadium, Lehigh University.

Tickets are being given away for LVHN's match entitlement game on Saturday, June 9, at 5 p.m. Watch as Bethlehem Steel FC takes on Louisville City FC.

You can reserve your tickets [here](#).



# 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

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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.