

6/12/15

Center for Inpatient Rehabilitation—Cedar Crest

Photos from the ribbon-cutting at our newest facility.

New LVH-17th Street Gift Shop Opens

Learn what it has to offer.

Colleague Talent Show is Tonight

Tickets are available at the door.

Epic Charge Reconciliation

New responsibilities ensure consistency.

Designer Sunglass Sale

Optical Effects celebrates its grand reopening.

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Data shows how professional nursing enhances care.

President Awards Medal of Honor

A colleague's great-grandfather is the recipient.

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Ribbon-Cutting Ceremony Celebrates the New Center for Inpatient Rehabilitation—Cedar Crest – PHOTOS

BY [TED WILLIAMS](#) · JUNE 11, 2015



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Picture 1 of 7

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Independence Day was celebrated – sort of – at Lehigh Valley Hospital–Cedar Crest today as the new Center for Inpatient Rehabilitation–Cedar Crest was formally dedicated in a ribbon-cutting celebration inside the hospital's Kasych Family Pavilion.

"I know we're actually several weeks away from the July 4th holiday," says Terry Capuano, Lehigh Valley Health Network's (LVHN) executive vice president and chief operating officer at Lehigh Valley Health Network. "I'm talking about a different kind of independence. This is the independence our patients will feel once they've completed their rehabilitation inside this fabulous new facility."

The new center, which will serve adults 18 years and older, will officially open on July 1 on the sixth and seventh floors of the pavilion's South Tower. The facility will provide a full continuum of services for LVHN patients.

LVHN's multidisciplinary approach to rehabilitation care includes specialized rehabilitation physicians, rehabilitation nurses, and physical, occupational and speech therapists. The new facility has resulted in the creation of more than 125 new jobs at the health network.

"We didn't think Independence Day fireworks would work too well in here, but what we're celebrating today is certainly worthy of some serious fanfare," says LVHN president and chief executive officer Brian Nester, DO, MBA, FACOEP. "This new Center for Inpatient Rehabilitation will – for the first time – allow adults to receive short-term rehab without having to leave Lehigh Valley Hospital–Cedar Crest."

The Center for Inpatient Rehabilitation–Cedar Crest includes

- 34 private patient rooms, six of which will include telemetry beds for the monitoring of cardiac and respiratory

patients

- A therapy gym on each floor, featuring cardio equipment, resistance bands and weights
- A kitchen where patients can work on activities of daily living, such as loading a dishwasher or cooking on the stove
- State-of-the-art rehabilitation technology such as the Bioness Vector Gait System, a harness that people who are learning to stand or walk again can use to move around the gym and kitchen
- An activities-of-daily-living suite, which is essentially a one-room apartment where people can test their ability to live independently prior to discharge

Patients with conditions that would necessitate care at the Center for Inpatient Rehabilitation–Cedar Crest can expect a minimum of three hours of intensive, specialized rehabilitation therapy almost every day for an average of two weeks. People recovering from conditions such as stroke, neurological disorders, orthopedic injuries, amputations, post-surgical conditions or other debilitations are most likely to use the center.

Additionally, this new unit is a key component in LVHN's role as a Medicare Accountable Care Organization (ACO). Being an ACO means LVHN is held accountable for coordinating care provided to more than 32,000 Medicare beneficiaries. LVHN estimates indicate that 75 percent of the recipients of our inpatient rehabilitation services will be Medicare patients. LVHN's ability to provide these services extends our continuum of care for Medicare patients in the spirit of the ACO.

Check out this media coverage of Wednesday's opening:

[New inpatient rehabilitation center will improve patient recovery, LVHN officials say](#) (Lehigh Valley Live)

[LVHN opens new rehabilitation center at Cedar Crest campus](#) (WFMZ 69 News)

[Inpatient rehabilitation facility at Lehigh Valley Hospital-Cedar Crest](#) (The Morning Call)

Tags: [Center for Inpatient Rehabilitation](#) [Inpatient Rehab](#) [LVH-Cedar Crest](#) [Open House](#) [Rehabilitation](#)

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New LVH–17th Street Gift Shop Now Open

BY [BRITTANY BANZHOFF](#) · JUNE 8, 2015

The LVH–17th Street gift shop is open again and is now operated by Sodexo. The renovated space has a more open floor plan and is designed to accommodate guests in a quick and organized manner.

The updated boutique offers standard retail items including cards, flowers, candy and other convenience items. The shop also features a coffee bar, light breakfast and lunch fare, soups, snacks and “Simply To Go” items for guests and colleagues who would like a quick alternative to the cafeteria.

The shop is open seven days a week from 9 a.m. to 6 p.m., and is staffed by a Sodexo employee. Cash and credit cards are accepted, and food purchases count for Sodexo Reward Card members.



The shop doesn't have a name yet, but you can help change that. From June 8-12, you can submit a name for the new shop in a ballot box located in the LVH-17th Street café. The winning name will be announced shortly thereafter.

[The shop had been closed since Jan. 1, 2015](#), and was formerly operated by the Auxiliary of Lehigh Valley Hospital.

Tags: [Gift Shop](#) [LVH-17th Street](#) [Sodexo](#)

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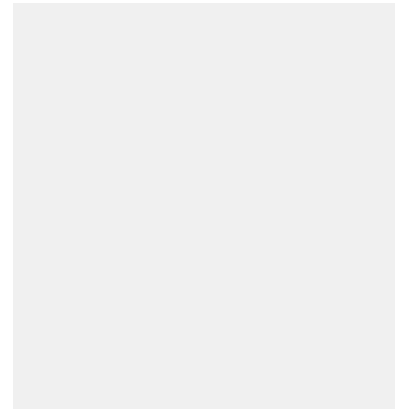
Star-studded Lineup Set for LVHN Colleague Talent Show Friday

BY [TED WILLIAMS](#) · JUNE 10, 2015

The show schedule is set, and some of our more talented network colleagues are ready to rock and roll at the LVHN Colleague Talent Showcase on Friday at the LVHN– Mack Boulevard auditorium starting at 7 p.m. Tickets will be available at the door – adults \$7; children 16 and under \$3. All proceeds from the event benefit LVHN Community Practices and the Street Medicine program.

Here's your talent lineup:

- **Chorda Symphani** as performed by SELECT medical students, class of 2017, including Ajay Koti and Alex Podlaski on guitar, Camille Imbo on vocals and Samuel Reynolds on drums.
- **Jazz Jive** as performed by SELECT medical student, class of 2016, Samson Lu on keyboards with guest Peggy Salvatore on vocals.
- **Jazz Guitar** as performed by [Howard DeHoff, MD](#), an internist at [Lehigh Valley Physicians Practice](#) who also can wail on the guitar.
- **Flow-style** as performed by Willie Smith III, a systems analyst in



information services, and guest Ramel Harold, nephew of technical partner Walterine Watts, in this genre combining hip-hop and rap.

- **A Three-Day Detour** as performed a capella by Mark Henninger of patient accounting.
- **Najam** Arabic dance as performed by Gloria Merlino, RN, of adult psychiatry.
- **Malaguena** as performed by Bernadette Porter of the [department of emergency medicine](#) on the bodhran, the traditional Celtic frame drum, with the accompaniment of guest Frank Porter on acoustic guitar.
- **Soul Consent** as performed by Sherri Norris (vocals) of health care analytics, Dan Fasanella (guitar) of information services, with guests Dan Daccardi (guitar) and Joe Bruno (percussion).
- **Closer to You** and **Water is Wide**, two original compositions by guest Laura Promiscuo with accompaniment by Samson Lu on violin and guest Drew McFayden on guitar.
- **Over the Rainbow** as performed on the harp by Nicole Defenbaugh, director of education-family medicine, accompanied by Samson Lu on violin.
- **Zumbalo**, featuring Caressa James of LVPG Pediatrics–Pond Road and her crew of 20 zumba enthusiasts.
- **Take Five** as performed by [Howard DeHoff, MD](#), on jazz guitar and Samson Lu on violin.
- **Jazz Trio** as performed by Howard DeHoff, Samson Lu and guest vocalist Lucy Horton.
- **I Want Jesus to Walk With Me** as performed by Grace Adele Hochella, LPN, of home care skilled nursing and guest Marie Miller on the piano.
- **Ary Inneen** as performed by [Nathan Hagstrom, MD](#), chair of the department of pediatrics, who sings and plays guitar on this Celtic song with the vocal accompaniment of his daughter, Kelsea Hagstrom.
- **Anthem from the musical Chess** – as performed by gynecologic oncologist [Richard Boulay, MD](#), of [LVPG Gynecologic Oncology – 1240 Cedar Crest](#).

“Oscar” awards will be presented at the end of the evening to all performers and a special presentation will be awarded to the audience favorite.



Howard DeHoff, MD



Nathan Hagstrom, MD



Richard Boulay, MD

Tags: [Recreation Committee](#) [Talent show](#)

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Epic Charge Reconciliation: New Roles & Responsibilities

BY [JENN FISHER](#) · JUNE 11, 2015

A healthy organization relies on many factors: Engaged colleagues. Mutual mission. Defined responsibilities. Learning from experiences.

Our Epic transformation at LVHN has benefited from all of those dynamics at the clinical level as well as the clerical and administrative levels. A major component of our Epic transformation is focused on revenue cycle, and in particular, on effective charge capture. Charge reconciliation and charge work queues are ways Epic helps ensure accurate charge capture occurs – yet these are only tools. A lesson Wave 1 taught us is that charge reconciliation is new to many clinical department managers and there is a need to educate colleagues involved with Wave 2 about these new responsibilities and their role to ensure charge reconciliation is done consistently and properly.

What does revenue reconciliation mean?



Revenue reconciliation requires clinical department managers and others who are responsible for charge analysis to review revenue and usage reports and a revenue tracking report to monitor charge capture. This may be a new responsibility for you. What this means to those in the role is that they will review all sources of revenue that patients should be billed for including:

- Bed accommodation charges
- Procedure charges
- Visit charges
- Supply charges

Essentially anything that should be included in the charge capture process needs to be included on the revenue and usage reports. If you (as an owner of the responsibility) discover any variances between pre- and post-Wave 2 Go-Live charge capture, you will need to explain the difference.

Who's responsible for revenue reconciliation?

This new responsibility will begin August 3, three days into Wave 2 Go-Live, when designated charging owners will utilize the usage and tracking reports. The types of roles who will do this work include directors, department managers and others assigned charge analysis responsibility.

How can I learn more?

To learn more about charge capture and reconciliation expectations, reports, reporting tools and to gain a better understanding of the work queues involved with this, the LVHN Epic team is holding "Epic Revenue and Charging Readiness" learning sessions on:

- June 18, 1–2:30 p.m.
- June 22, 9–10:30 a.m.
- June 24, 1–2:30 p.m.

All sessions will occur at LVH–Cedar Crest in the auditorium.

Topics will include:

- Revenue/charging planning and preparation
- Policies and expectations
- Revenue reporting
- Daily charge reconciliation
- Work queues
- E-learning and other resources

You or your designated colleagues only need to attend one session. (No registration required.) If you cannot attend, it is essential that someone from your area is sent in your place. Information provided at these sessions will help you and your colleagues fulfill new charge capture and reconciliation responsibilities that will begin at Wave 2 Go-Live.

Your Epic Calendars

Wave 2 Inpatient

Now: Wave 2 inpatient equipment delivery and set-up

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

June 1–July 26: Wave 2 end user training

July 12: Wave 2 Inpatient Application Dress Rehearsal

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

June 25: Wave 1 Super User meeting

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

Tags: [Epic](#)

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Optical Effects Celebrates Re-Opening With Designer Sunglass Sale

BY [SHEILA CABALLERO](#) · JUNE 9, 2015

Optical Effects is celebrating its grand reopening at LVPG Ophthalmology—17th Street with a sale on designer sunglasses. Stop in anytime throughout the summer and an Optical Effects vision specialist will help you select the right look and lens to fit your style and your pocketbook – no appointment necessary.

See the world through a new lens

Optical Effects offers top designer sunglass and prescription eyewear frames in dozens of styles. Throughout the summer, you can find top designer sunglasses like Kate Spade, Tory Burch, Guess, Coach, Converse and Polaroid for less.

Looking for designer prescription frames? Optical Effects carries Ray-Ban, Gucci, Nike, Kate Spade and Jimmy Choo. Our professional optician will make sure you get the right fit, sizing and prescription lenses to look your best.

Optical Effects accepts LVHN's vision provider, Vision Benefits of America. However, you don't need vision



benefits to take advantage of the sale.

Tags:

Ophthalmology

Vision Benefits of America

Collecting Our Magnet® Evidence

BY [RICK MARTUSCELLI](#) · JUNE 10, 2015

When we first applied to become a Magnet® hospital in 2002, we submitted hard copy evidence in a stack of documents measuring 15-inches thick (the maximum allowed). As we pursue our fourth Magnet designation – a journey we’re calling Mission 4 Magnet – our evidence was submitted on a single flash drive.

The way evidence is delivered may not look impressive, but the evidence itself sure is. “More than ever before, the evidence we submitted shows how our nurses are doing work that results in better outcomes,” says Kim Hitchings, MSN, RN, NEA-BC, manager of LVHN’s Center for Professional Excellence and our Magnet Program Director.

Evidence was gathered by members of the Magnet Steering Committee. Comprising representatives from all nursing areas, the committee met regularly since January 2013 to identify exemplars and data that best show the practice of professional nursing.

Three members of the committee share the evidence and empirical outcomes they contributed to our Magnet redesignation application.

COMMITTEE MEMBER: Donna Colabroy, MSN, RN, OCN, CCM, quality specialist, oncology nursing program

MAGNET MODEL COMPONENT: Structural Empowerment

OPPORTUNITY: People with head and neck cancers often have multiple complex needs related to communication difficulties, body image, psychosocial issues, financial barriers and more.

INTERVENTION: Nurse navigator Dorothy Morrone, MS, RN, OCN, assembled a team of medical professionals – known as the Head and Neck Multidisciplinary Cancer Conference – to coordinate and deliver high-quality head and neck cancer care. The group meets regularly to discuss current patient needs and make recommendations concerning interventions. Also addressed are barriers to care such as inadequate insurance, lack of transportation, insufficient caregiver support and others.

OUTCOMES: Six months prior to the implementation of nurse navigation, 75 referrals were made for specialized care. Six months following navigation, 140 referrals were made.



Nurse navigator Dorothy Morrone, RN, MS, OCN (second from left), meets with Head and Neck Multidisciplinary Cancer Conference members (l-r April Armstrong, Mary Lenahan Durnin, Jennifer Brennan, Maritza Chicas).



COMMITTEE MEMBER: Sue Minio, MSN, RNC-OB, director, labor and delivery unit

MAGNET MODEL: Exemplary Professional Practice

OPPORTUNITY: The Association of Women's Health, Obstetrical and Neonatal Nursing recommends two nurses present at every birth – one nurse for the mother and one for the baby. The number of fulltime equivalent employees (FTEs) needed to meet this standard was not budgeted for.

INTERVENTION: During the budget process, nursing administrators requested and received approval for 4.7 additional FTEs in labor and delivery. Recruitment, hiring and orientation began immediately. Guidelines clearly defining each nurse's role were created.

OUTCOMES: Two nurses are now present at all deliveries. As a result, Karen Severinsen, RN (right), can concentrate on caring for mom Melissa Kuruts and Shannon Albright, RN (left), can focus on caring for baby Kinsley.

COMMITTEE MEMBER: Jeanne Luke, MSN, RN, CNOR, director, perioperative internship and clinical program development

MAGNET MODEL: Exemplary Professional Practice, New Knowledge, Innovations and Improvements

OPPORTUNITY: The LVH–Muhlenberg perioperative team identified inefficiencies in workflow that prevented the ideal patient experience.

INTERVENTION: Our Lean coaches worked with perioperative staff members like Rachel Wisner, RN (shown), to design and implement a new process flow for our patients.

OUTCOME: The new workflow improved “on-time first-case starts” to a mean of 85.92 in FY 2014, from 81.75 in FY 2013; reduced approximately 45 minutes of patient time away from family members; and enhanced patient safety through a decreased number of handoffs.



Next step in our Mission 4 Magnet

Magnet appraisers are currently reviewing LVHN’s evidence. The normal time frame to complete this review is four months. Following the review, we will hear if we achieved the required score to attain a site visit. That visit would include a comprehensive tour of LVHN’s hospital facilities in Lehigh and Northampton counties during which the Magnet appraisers will assess how Magnet model components are realized in our nursing units and through patient care services leadership. Shortly after that assessment, we will learn if LVHN was successful in the Mission 4 Magnet.

Tags: [Donna Colabroy](#) [Jeanne Luke](#) [Magnet](#) [Magnet Attractions](#) [Sue Minio](#)

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STORIES ABOUT COLLEAGUES

LVHN Colleague Erica Mahady's Great-Grandfather Honored by President Barack Obama With Medal of Honor – PHOTOS

BY [MATTHEW BURNS](#) · JUNE 12, 2015


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While presenting the Medal of Honor posthumously to Private William Henry Johnson – the great-grandfather to LVHN colleague Erica Mahady – President Barack Obama said, “It’s never too late to say thank you.”

Pvt. Johnson served in the 369th Infantry Regiment during World War I. One night, while on sentry duty near Saint Menehoul, France, the regiment was attacked. During that attack, Johnson and a fellow soldier, Pvt. Needham Roberts, suffered significant wounds from at least 12 German soldiers.

Described as a German raiding party, the group attacked with a volley of grenades and rifle fire. Pvt. Johnson followed up with a volley of grenades, though he suffered several gunshot wounds as he threw them at the enemy.

Pvt. Johnson ran out of grenades. His fellow soldier also was badly wounded from gunfire. But Pvt. Johnson didn’t give up. He attempted to fight off the German soldiers with his rifle. After just three shots, his gun jammed.

Still under intense fire, Pvt. Johnson came forward from his entrenched position to engage the enemy in hand-to-hand combat, using only his knife and his gun as a club. In the melee, Pvt. Johnson was wounded 21 times, but he never surrendered. The German forces retreated, and prevented Pvt. Roberts from being captured.

His courage and the courage of those in the 369th Infantry Regiment would later earn them the nickname the “Harlem Hellfighters.” Pvt. Johnson was awarded the French Croix de Guerre avec Palme, its highest award for valor. He was one of the first Americans to receive the award.

But nothing came quickly from the country whose uniform he wore. Pvt. Johnson was African-American. Because of his race, and his race alone, he was not awarded a Purple Heart from the United States until 1996, and it wasn’t

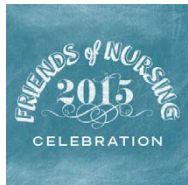
until 2002 that he received a Distinguished Service Cross.

It wasn't until recently that Pvt. Johnson was awarded the Medal of Honor, the highest honor a U.S. serviceman can earn, from President Obama in a White House ceremony.

In recognition of Mahady's great grandfather, the LVHN Veterans Health Program, in cooperation with senior leadership and security, flew the American flag in Pvt. Johnson's honor, and later presented Mahady with it at a ceremony at the front entrance to LVH-Cedar Crest.

Tags: [Erica Mahady](#) [Veterans Health Program](#)

For the term "#FON".



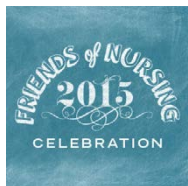
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BY JENN FISHER 06.12.2015, 9:30 AM

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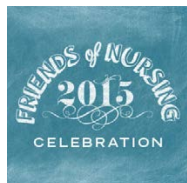
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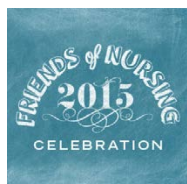
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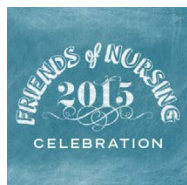
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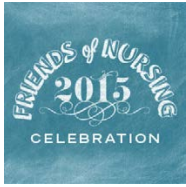
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NURSING

BY JENN FISHER 05.08.2015, 2:38 PM

More Than 725 Community Members and Colleagues Celebrate 'Friends of Nursing'

More than 725 colleagues and community members gathered inside Bethlehem's SteelStacks to celebrate Friends of Nursing. Learn about the seven care teams and 34 individuals who received awards at the gala.

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BY JENN FISHER 06.06.2014, 12:27 PM

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BY JENN FISHER 05.30.2014, 10:44 AM

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BY JENN FISHER 05.16.2014, 11:16 AM

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