

**LVHN**WEEKLY

HAZLETON

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

**June 24- June 29**

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

**LVHN Daily Coming to All Sites**

It'll have more news pertaining to all LVHN locations.

Take the  
Communication  
Survey

[Learn More](#)



## Renovations Continue at LVH–Hazleton

See photos of the new space and get a progress report.

## Terry's Take: It's a Wrap

As FY18 ends, know that your patients see the best in you.

## PRIDE Extends Beyond Pride Month

Lynn Turner shares LVHN's respect for the LGBTQ community.

## Leadership Rounds Scheduled June 25-July 6

Bring your questions, comments and concerns to leaders.

## Get Discounted Tickets to Dorney Park This Weekend

Tickets are only \$28.50.

## Register for "To Err Is Human" Film Showing and Panel

Screenings will be at all campuses on July 11 at 11:30 a.m.

Open Mike:  
A Designated  
Month

[Learn More](#)



Meet  
June's  
Service Stars

[Learn More](#)



## LVHN news

---

LVHN Volunteer Opportunities

---

Iron Daddy: Part 2

---

Keep Mosquitoes and Ticks  
From Bugging You

*Information on LVHN Weekly–Hazleton is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVH–Hazleton's network.*

## LVHN Daily Will Be Available Network-wide in July

BY RICHARD MARTUSCELLI · JUNE 25, 2018



To keep our health network strong, it's essential that colleagues have easy access to the LVHN news and information they need to be at their best. We're taking an important step forward in this regard by making LVHN Daily – and the news in every region – accessible to all colleagues throughout LVHN. It's another move in the process to fully integrate our health network.

LVHN Daily – colleagues' everyday source for LVHN news online – currently is available to colleagues who work in the Lehigh Valley and Hazleton. Each of these two areas have their own version of LVHN Daily. Beginning in July, all colleagues, including those in Schuylkill and Pocono, will have access to the same version of LVHN Daily. As a result, LVHN Daily will contain more news and information pertaining to all our sites, which will help you stay up to date about things going on throughout our health network.

When all colleagues have access to LVHN Daily, the version of LVHN Weekly you receive via email on Fridays will be determined by where you work: the Lehigh Valley, Hazleton, Schuylkill or Pocono. LVHN Weekly will contain both network and site-specific news.

This is the latest of many steps we've taken to enhance communication at LVHN.

- We recently made [social media accessible on LVHN computers](#) so colleagues can advocate for our health network at work.
- We introduced the hashtag #LVHNProud, which all colleagues are encouraged to use when interacting and sharing LVHN news on their social media accounts.
- As part of a new program, [Colleague Ambassadors](#) are sharing important news and information with colleagues and community members. [Watch a video of Ambassadors talking about what it means to wear the LVHN badge](#), as well as the first of many new videos that we will share featuring our Ambassadors.

In addition to having access to news from all LVHN locations, colleagues who regularly visit LVHN Daily will also notice new features to the site in July. The right column of LVHN Daily will show the latest photos and information posted on LVHN's Instagram and Facebook pages. You also will be able to link to these and LVHN's other social media sites by clicking the icons at the bottom of the right column or within LVHN Daily stories. This will make it easier for you to share LVHN information with people in your social network. Remember to use #LVHNProud.

Effective communication in health care is more important than ever. That is why all colleagues are encouraged to [take our communication survey](#) so we can use your feedback to enhance communication at LVHN. When all colleagues are well informed about the exciting things happening at LVHN, we can move forward together and make LVHN even stronger.

## Renovations Continue to LVH–Hazleton’s Patient Tower

BY [JANE DANISH](#) · JUNE 28, 2018

On April 9, renovation work began on the hospital’s third floor step down unit as part of the hospital’s modernization project. On June 11, the work was completed and the Department of Health approved the unit for occupancy. For patient comfort and convenience, many of the rooms have been set up as single-bed rooms with the ability to flex back to two-bed rooms as volume dictates. Some of the room upgrades include new flooring, lighting, wall finishes and infrastructure for the electronic medical record system Epic.

The common areas, such as the nursing station and corridors, were upgraded to include new casework, flooring and other amenities. The look and feel of the newly finished unit provides a calming, tranquil and comforting environment for our patients through the use of nature-inspired colors and materials.

Staff and patients from the seventh floor medical/surgical/pediatrics unit are now housed on the newly renovated third floor while renovations begin on the seventh floor. Work is also continuing in the Family Birth and Newborn Center on the second floor. Renovations on this floor are being done room by room because we are not able to close the entire unit.

Expansion and renovations to the hospital lobby and emergency department are anticipated to begin by September once permit approvals are granted.

The photos show the completed nursing station and a patient room on the third floor.



# Terry's Take – It's a Wrap

BY EMILY SHIFFER · JUNE 28, 2018



We are rapidly closing in on the end of our current fiscal year and in spite of the challenges we faced in our health care environment, you have shined. I know this because I make rounds every week and it is the message I hear over and over again.

Rounding takes me back to my roots as a nurse and the importance of communicating patient care and patient status. In my role now, rounding takes on a different meaning because the information I am seeking is to help improve the patient experience. However, what I am reminded of time and again is the incredible care that we – YOU – provide our patients every single day.

## **I ask and they tell me**

When I enter a patient room, I encourage each patient to tell me how we could make their stay with us better. How can we improve? What aren't we doing well?

Patients often look at me quizzically and emphatically state, "There's nothing you can do – your care here is great!"

But I'm persistent. I reassure them that no one will get into trouble – I just want to know what we can do better for the next patient.

Again, they tell me they love it at LVHN. Our patients share such heartwarming stories with me about the care we deliver and the incredible people who provide it. You are the reason they say every positive thing and list (in detail) the reasons they will only come to LVHN for care. They tell me to thank everyone they have interacted with, from food service to imaging, and nurses to technical partners. Each person makes an impression on them and they notice details that we might not, like speaking kindly, washing hands, straightening sheets, propping pillows, helping them walk, and on and on. You and your colleagues are always at the heart of their thanks.

## Thank you

Let me share my sincerest thanks for all of the great experiences I have on rounds. Every smile and every sincere statement from one of our patients is due to your professionalism and compassionate care. While the financial realities of running a health network are not lost on me, I want you to know that because of your diligence and dedication to excellent patient care, we will remain the health care provider of choice across this region.

Terry

P.S. Summer has officially arrived! Remember to spend some time recharging your internal batteries with family and friends.

P.P.S. An invitation: Scroll to the bottom of this page and leave a comment. I'd like to know what you are proud of accomplishing this past year at LVHN, either individually, as part of a team, or something on a larger-scale.



*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](#)

## Lynn's Turn: PRIDE Behaviors Extend Beyond Pride Month

BY LYNN TURNER · JUNE 26, 2018

As LVHN colleagues, we *respect* others. We value the things that make each of us unique. We create respectful environments and are open to our differences. Respect is the “R” in PRIDE, and so during Pride month, it’s only natural for me to share the respect LVHN has for members of the LGBTQ community.

Respect is the foundation of our new LGBTQ Patient and Family Experience Project Team. Some of the colleagues in the group (pictured below) are executing strategies and developing services to assure LVHN provides welcoming, culturally sensitive and equitable care for all colleagues, patients and family members regardless of age, gender, race, religion, national origin, physical ability, sexual orientation, gender identity, thinking style, background and all other attributes that make each person unique. This team is making the PRIDE promise by helping to ensure we provide high-quality care that respects everyone’s sexual orientation and gender identity. I thank them. If you would like to learn more about this team, [email Judith Sabino](#), LVHN Diversity/Cultural Awareness Liaison, or call her at 610-969-2565.





Creating a welcoming and respectful environment for colleagues starts with providing the benefits you and your loved ones need to live well. To support all colleagues, LVHN provides benefits to spouses of the same or opposite sex. Gendering affirming treatments and procedures also were added to the LVHN Health Plan.

Our support for the LGBTQ community extends beyond our walls. An example is our participation in the 2018 Leadership Cohort of Nursing Champions for Health Equity. Sponsored by Bradley-Sullivan LGBT Community Center, the program aims to break down barriers to health equity, which is the “attainment of the highest levels of health for all people,” for the LGBTQ community. Barriers exist because LGBTQ health is not always prioritized in nursing educational environments, and LGBTQ nurses are not often developed into community leaders where they have the ability to incite change. The eight-month leadership cohort provides education to nurse champions to help them remove barriers and create health equity. Four LVHN colleagues are participating: Troy Boulden, BSN, Vickie Cunningham, MSN, James Thiel, RN, and Maddie Williams, RN. We thank them for being #LVHNProud.

PRIDE is what makes LVHN unique and a great place to work. I’m #LVHNProud to be part of an organization that treats all people the way they want to be treated. That’s the way all people deserve to be treated.



*Lynn Turner*

**About me:** My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

## Leadership Rounds With Colleagues Scheduled June 25-July 6

BY [JANE DANISH](#) · JUNE 26, 2018

Do you have a question, comment or suggestion? Take note of when our leaders will be in your area and feel free to stop one of them to talk about it. Together, we can make a difference for our colleagues and our patients.

## LEADERSHIP ROUNDS-NURSING

June 25-29

LOCATION/DEPARTMENTS	DATE AND TIME	LEADER
Emergency Department	June 28 at 12:30 p.m.	Melissa <u>Curto</u>
2 <sup>nd</sup> Floor Nursing Unit	June 25 at 9 a.m.	Michele Roberts
3 <sup>rd</sup> Floor and ICU	June 25 at 2 p.m.	John Fletcher
5 <sup>th</sup> Floor Nursing Unit	June 27 at 10 a.m.	Dr. Tony Valente
6 <sup>th</sup> Floor Gunderson Rehab	June 27 at 10:30 a.m.	Murray Swim

## LEADERSHIP ROUNDS-ANCILLARY

July 2-6

LOCATION/DEPARTMENTS	DATE AND TIME	LEADER
<u>Hospital-Lower Level</u> Purchasing/Storeroom, Central /Sterile Supply, Food Service, Housekeeping, Pharmacy	July 3 at 11 a.m.	John Fletcher
<u>Hospital 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> floors</u> Respiratory Therapy, PT, Cardiology, 5 <sup>th</sup> floor nursing unit	July 6 at 10 a.m.	Dr. Tony Valente
<u>Hospital-First Floor</u> Admissions, switchboard, PAT/SPU, Endo, OR, Radiology	July 6 at 11 a.m.	Murray Swim
<u>Healthy Beginnings</u>  <u>Health &amp; Wellness Center</u> Fitness, Rehab, Occ Health, Lab, Cardiac Diagnostics, Radiology, Patient Access, Café, Welcome Desk.	July 2 at 10:30 a.m.  July 2 at 1 p.m.	Melissa <u>Curto</u>

# Get Discounted Tickets to Dorney Park This Summer

BY [EMILY SHIFFER](#) · APRIL 13, 2018

The LVHN Recreation Committee invites you to spend a day with your family at Dorney Park for a discounted price.

Tickets are only \$28.50 for two select weekends:

- Friday, June 29- Sunday, July 1
- Friday, Aug. 10 – Sunday, August 12

Tickets are available now for purchase at [dorneypark.com/lvhn](http://dorneypark.com/lvhn).



## Register for “To Err Is Human” Film Showing and Panel Discussion July 11

BY [EMILY SHIFFER](#) · JUNE 28, 2018

You are invited to attend a film showing and panel discussion about medical errors on July 11. “To Err Is Human” is an in-depth documentary about medical mistakes and those working behind the scenes to create a new age of patient safety. Through interviews with leaders in health care, footage of real-world efforts leading to safer care, and one family’s compelling journey from victim to empowered patient advocate, the film provides a unique look at our health care system’s ongoing fight against preventable harm.

The film will be shown at the following locations on July 11 at 11:30 a.m.:

- LVH-Cedar Crest auditorium (lunch provided at 11 a.m.)
- LVH-Hazleton ETC conference room
- LVH-Schuylkill Wall Auditorium
- LVH-Pocono conference room 2D

A panel discussion will follow at 12:45 p.m. featuring filmmaker Mike Eisenberg, LVHN Chief of Quality and Safety Matthew McCambridge, MD, and LVHN Director of Patient Safety Gwenis Browning.

[Click here to register.](#) The registration deadline is July 6.

This event is free and made possible through the Dorothy Rider Pool Health Care Trust grant within the Department of Education.

On-site registration may be available if space permits. If attending, bring your LVHN badge with you to the event so it can be swiped to record your attendance.

**Continuing Medical Education (CME)** – LVHN designates this live educational activity for a maximum 2.0 AMA PRA Category 1 Credits. TM Physicians should only claim credit



commensurate with the extent of their participation in the educational activity.

**Continuing Nurse Education (CNA)** – Registered nurses attending the entire program and completing the evaluation tool will receive 2.0 contact hours.