

Lehigh Valley Health Network
LVHN Scholarly Works

LVHN Weekly-Pocono

Newsletters

5-10-2019

LVHN Weekly-Pocono

Lehigh Valley Health Network

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It makes it easy to find a doctor, location or service.

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Thank You for
Changing Lives

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OF OUR
NURSES

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Personal Contact
Info

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May's Service
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LVHNnews

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Millennial Style

Cancer's Classic Warning
Signs

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Welcome to the New LVHN.org – VIDEO

BY [PAMELA RIDDELL](#) · MAY 9, 2019

LVHN.org is our health network's front door, and now it's easier for our visitors to find what they are looking for. The new LVHN.org was molded by our website's analytics and talking with our community members about what they most need from LVHN.org.

What did we learn? People are shopping for health care, and they want to interact and transact with LVHN. In other words, they want to find a doctor, find a location and find a service – and ultimately, they want to make an appointment. They also want to easily pay their bill and log into MyLVHN.org.

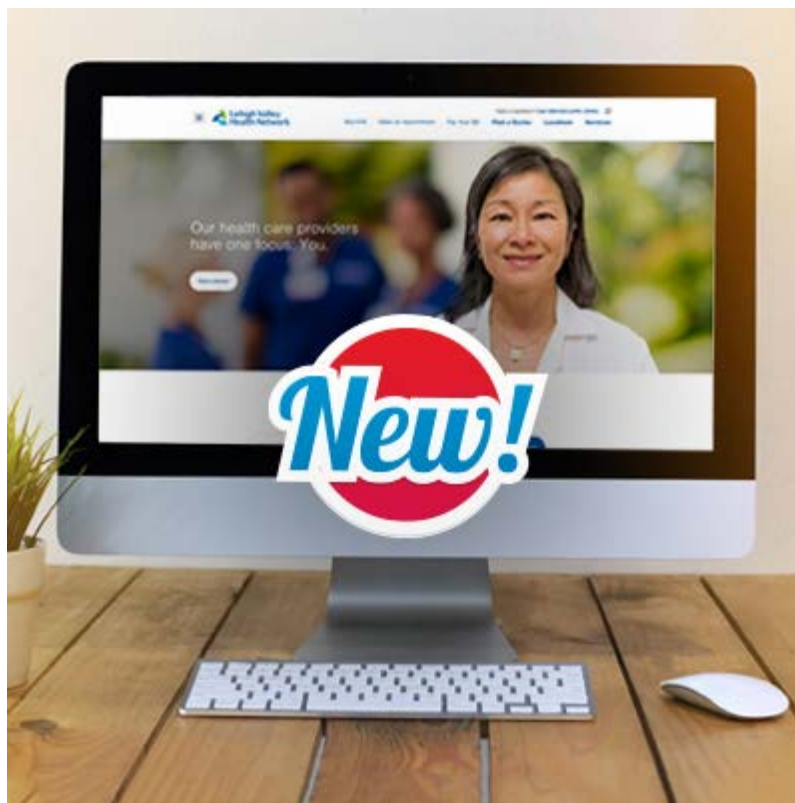
It's new, different and ready for visitors

The new LVHN.org is a cleaner, easier to navigate, and most content is brand new. Search-based sections give our visitors control over their experience. Here are the highlights:

Find a Doctor – You can now search for a doctor by specialty, condition and treatment, and explore areas of focus. For example, you can dive into “Who is the orthopedic surgeon who specializes in hip replacements? Which neurologists treats headaches? Does this heart doctor perform TAVR?” You can explore conditions and services the provider offers, and make or request an appointment right from the profile.

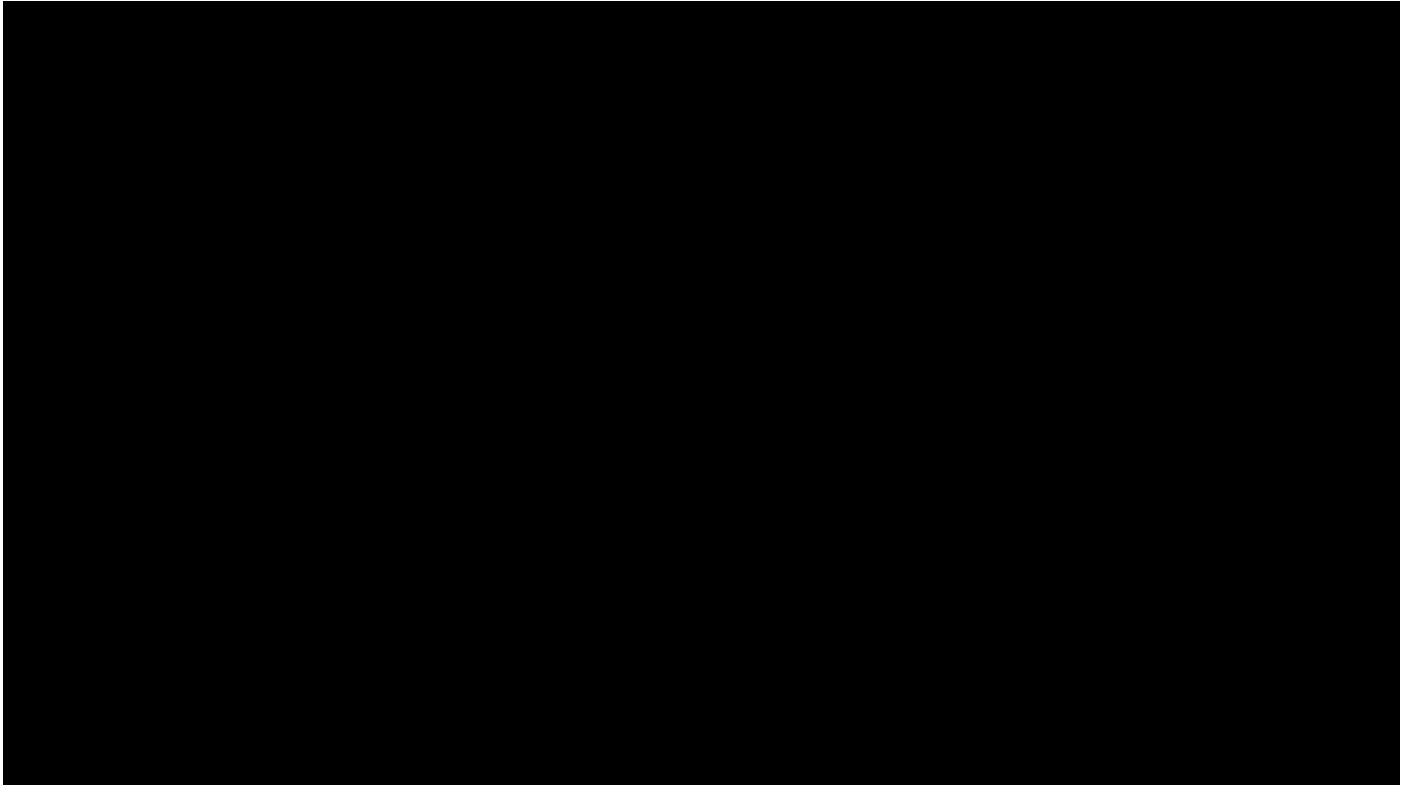
Locations – Need to know where we offer physical therapy? Where to get an X-ray? ExpressCARE wait times? Learn about our hospitals? You can easily search by service or location, and filter by zip code. Turn on location services and the locations nearest you will populate.

Services – You can search for LVHN's breadth and depth of services here. Look for a treatment, test, program or institute. On each page, you learn about what differentiates LVHN, and see the list of doctors and locations that offer the service. You can also see related conditions.



Appointments – You can also call or click to make an appointment from every page and provider profile. Options include scheduling by the first available appointment, as a new or existing patient, or a video visit.

Watch this video to see the highlights of LVHN.org.



We want your feedback

Tell us what you think of the new LVHN.org, and also let us know if you find an error. Please use the [Website Feedback](#) form to communicate with us. We will take suggestions and recommendations to help us ensure the new LVHN.org functions well for all of our visitors. Now that the new LVHN.org is live, we will also learn how our visitors are experiencing and transacting on LVHN.org, and we will continue to make the experience even better.

Refer your patients, family and friends to LVHN.org

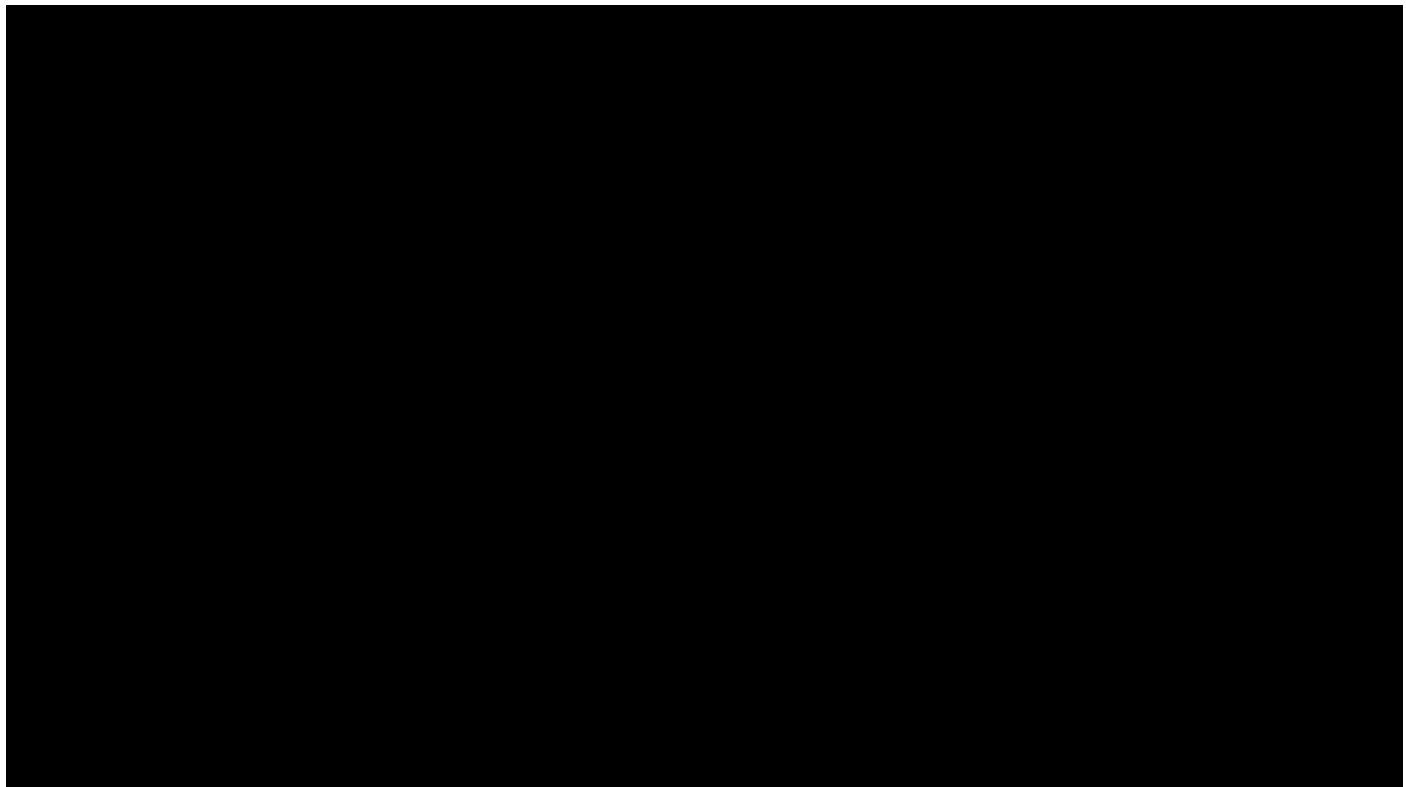
It's a great resource to complement your guidance and care.

CEO Update: Partners, and the Patient I'll Never Forget

BY BRIAN NESTER, DO, MBA, FACOEP · MAY 10, 2019



Each month, LVHN President and CEO Brian Nester, DO, MBA, FACOEP, records a video called the CEO Update about a timely topic. In this edition, Dr. Nester shares the story of a patient he cared for early in his LVHN career and how it exemplifies the power of partnerships. Watch the video or read a transcript below.



“Alone we can do so little. Together we can do so much.” This quote from Helen Keller speaks about the power of partnerships.

When you do what we do – care for people – partnerships are vital. As health care professionals, we can’t do it alone. We need strong teams. We need partners.

When I think about the power of partnerships, I'm reminded of a patient story from early in my LVHN career when I worked in the emergency department (ED) at LVH–Muhlenberg.

Our patient was a recent trauma patient who had broken her neck and was in a cumbersome neck device called a halo. She was obese and in respiratory distress. Based on these challenging circumstances, EMS providers were unable to intubate in the field.

Remember, I was new to LVHN and the LVH–Muhlenberg ED, especially in the middle of the night. So, I relied on my ED partners to help me find the equipment we needed to save this woman's life. Fortunately, my partners in her care knew exactly what to do. They acted fast and called on other partners from the operating room and nursing management.

In minutes, thanks to our nursing leadership partners, we had every size ENT fiberoptic scope at our disposal. We chose a pediatric scope and fed it through the patient's nose to her lung, over which we placed an endotracheal tube, to restore her ventilation. Then on X-ray, we noted that she had a collection of blood in the space between the chest wall and lung (hemothorax) in her left chest; yet another problem. With the help of the largest Kelly clamp I had ever seen – obtained from partners in the OR – we were able to insert a chest tube to drain the blood from her chest.

I could never have helped that patient alone. I needed partners; the same kind of partners we all need every day, 24/7. Partners who are passionate about delivering world-class care. Health care professionals who are experienced, dedicated, skilled and compassionate. Colleagues who understand that for the most important aspect of life – your health – people deserve a partner. And that partner is Lehigh Valley Health Network.

In the days ahead, we'll be talking more about how we partner with people at every stage of life. In the meantime, know that I am LVHN Proud to partner with you. Thank you for everything you do to help us partner with the communities we serve.



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.

Terry's Take: My Magic Bean Party – PHOTOS

BY [TERRY CAPUANO](#) · MAY 8, 2019

Everyone has been to a birthday party, holiday party or housewarming party. But have you ever been to a “Magic Bean Party?” I recently attended such a party with 12 other LVHN leaders, and let me tell you, it was an awesome experience. To me, the party was symbolic of things that are great about LVHN: our people, our care and our ability to work together. Check out these photos from the party.

GB2



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If you're wondering what a Magic Bean Party is, let me tell you. The party was held at the ArtsQuest Glass Studio at the Banana Factory in Bethlehem. There, my colleagues and I each made a blown-glass “bean” in one of six colors and three shapes. The beans will be used to create a hanging glass sculpture for the new Lehigh Valley Reilly Children's Hospital lobby. Music, laughter and lively conversation inspired our work. It was a fun way to spend time together, be imaginative and contribute to something that will help make a visit to Children's Hospital special for kids and families. Camaraderie, creativity,

teamwork abounded – special characteristics that make the people of LVHN special.

As I watched colleagues create their beans, I noticed the care they placed in their work. With the support of Ken Shirey and the Glass Studio staff, beautiful glass beans began to emerge. With patience and a can-do attitude, each of us made a glass bean that is “sculpture worthy.” The focus, drive and attention to detail colleagues used to create their beans are the same qualities we all use to deliver world-class care to the people we serve.

When complete, the glass sculptures will truly be one-of-a-kind and as unique as the people who created each of its beans. Individually, the beans are beautiful. However, when they finally come together, I know the final sculpture will be spectacular. It’s just like us. When we use our individual skills and talents, partner with others and move forward together, the results are breathtaking.

We had a magical time creating our beans, and I know you will too. In fact, we need more people to help our Children’s Hospital sculpture take shape. So, organize a group and schedule time to have your Magic Bean Party. The cost is \$75 per person.

Groups of six people can schedule a one-hour party during these dates and times by contacting the Glass Studio at 610-332-1300 or AQGlass@artquest.org.

- May 28, 2-6 p.m.
- May 29, 2-6 p.m.
- June 1, 5-8 p.m.
- June 5, 5-9 p.m.
- June 11, 3-8 p.m.
- June 17-21, 2-6 p.m.

You also can sign up to attend a public Magic Bean Party if you have 1-5 people.

- [Click here to register for a public party on May 25](#). Choose a 20-minute time slot from 2-5 p.m.
- [Click here to register for a public party on June 16](#). Choose a 20-minute time slot from 12-4 p.m.

If you already attended a Magic Bean Party or plan to, [share a photo of your experience on LVHN Daily](#).

After your party, you’ll come to realize what I did. Creating a work of art and caring for our community are one and the same.



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](#)

Board of Associates Programming Expands to LVH–Pocono

BY ERIN LUDWIG · MAY 7, 2019

For the past 29 years, members of LVHN's Board of Associates have served as advocates for LVHN in the community. The group recently marked a new milestone by officially welcoming 20 new members who will become ambassadors for LVH–Pocono. Monroe County is now the third location of Board of Associates programming, joining the Lehigh Valley and Hazleton, with a combined membership of more than 300 community influencers.

The new members include representation from business and economic development groups, school and university administration, Kiwanis, local nonprofit leadership, arts and culture organizations, former health care providers and others with an interest in the health of Monroe County and beyond.



The Board of Associates should not be confused with LVHN's Board of Trustees or hospital campus boards, which are separate and distinct entities. The Board of Associates consists of business and community leaders with a mutual interest in helping their neighbors and community members become healthier. Members, who volunteer their time, have two primary responsibilities: share important information about LVHN with their friends, family and co-workers, and share community feedback and questions with LVHN's senior leadership. Members get updates from LVHN clinical and operational leaders at bi-monthly meetings hosted in each region of programming.

Plans to expand Board of Associates programming to LVH–Schuylkill are also underway, with anticipated launch later this year.

If you know someone who may be interested in becoming a member of the Board of Associates, please contact Erin Ludwig (Lehigh Valley) Erin.Ludwig@lvhn.org, Jane Danish (Hazleton) Jane.Danish@lvhn.org, Katina Castera (Pocono) Katina.Castera@lvhn.org, or Mike Peckman

(Schuylkill) Michael.Peckman@lvhn.org.

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