

7/17/15

## **New Goals Announced for FY16**

Learn how you can help us achieve them.

## **Health Center at Fogelsville Open House**

You're invited Monday, July 27 from 5-7 p.m.

## **Help Us Reduce Length of Stay**

It will improve access to our care.

## **Meet July's Service Star**

Carolyn Cramsey advocates for a foreign patient.

## **Tools for Wave 2 Dress Rehearsal**

Learn how to prepare for Go-Live on Aug. 1.

## **July Events at LVHN**

Attend a bake sale, bag sale and more.

## **Restaurant Discount**

Save on a Gourmet Buffet & Grill meal.



## **Read Lehigh Valley Health News**

a blog on LVHN.org containing timely health information and health network news.

## New Goals Announced for Fiscal Year 2016

BY [RICK MARTUSCELLI](#) · JULY 17, 2015

July 1, 2015 was the first day of fiscal year 2016 (FY16) at LVHN. Each fiscal year, we set goals to help us focus on the things we must do to remain strong as a health network and to further our not-for-profit, charitable mission. Here are details about our FY16 goals.

### **What's the same and what's different**

**Same:** Goals are based on the Triple Aim – better health, better care and better cost.

**Same:** We must reach certain goals to be eligible for a Shared Success Plan (SSP) bonus.

**Different:** Five goals are linked to our SSP bonus in FY16 – that's two more than last fiscal year.

Here are details about the goals under each area of the Triple Aim.

### **Better health**

- **Decrease mortality.** We'll track our progress by comparing the number of patients who pass away in our hospitals (observed mortality) with the number of patients we expect to pass away because they have a

condition and factors that are beyond our control (expected mortality). Observed mortality divided by expected mortality creates the O/E ratio. An O/E ratio of 1.0 means a hospital's mortality rate is equal to what is expected. Our target goal is to achieve an O/E ratio of .95, because a lower number is better.

- **Increase MyLVHN activations.** [MyLVHN.org](http://MyLVHN.org) is our new patient portal that connects patients with their personal health information. Our target goal is to have 37,300 patients activate a MyLVHN account. You can [activate your account](#) today. This goal is linked to our SSP bonus.

## Better care

To provide better care, we will take steps to ensure patients have access to our care and have an exceptional experience, always. We'll use the following six goals to measure our success in inpatient, LVPG practice and outpatient ambulatory settings.

### Inpatient

- **Reduce diversion hours.** When length of stay in our hospitals is too high, we don't have available beds for people who need our care. This hospital-wide problem trickles down into our ERs. When patients wait in the ER for a bed, our ERs become too full, and ambulances bringing patients to our hospitals are diverted to another hospital. In FY14, our ERs had 78 diversion hours. In FY15, we had 1,400 diversion hours. In FY16, our target goal is to reduce diversion hours by 65 percent. This goal is linked to our SSP bonus.
- **Provide an exceptional experience.** We'll measure our success by monitoring our HCAHPS scores.

### LVPG practices

- **Increase the percentage of new LVPG patients seen within seven days for primary care and within 14 days for specialty care.** Our target goal is to achieve a 7.5-percent increase. This goal is linked to our SSP bonus.
- **Provide an exceptional experience.** We'll measure our success by monitoring our Press Ganey scores.

### Outpatient ambulatory services

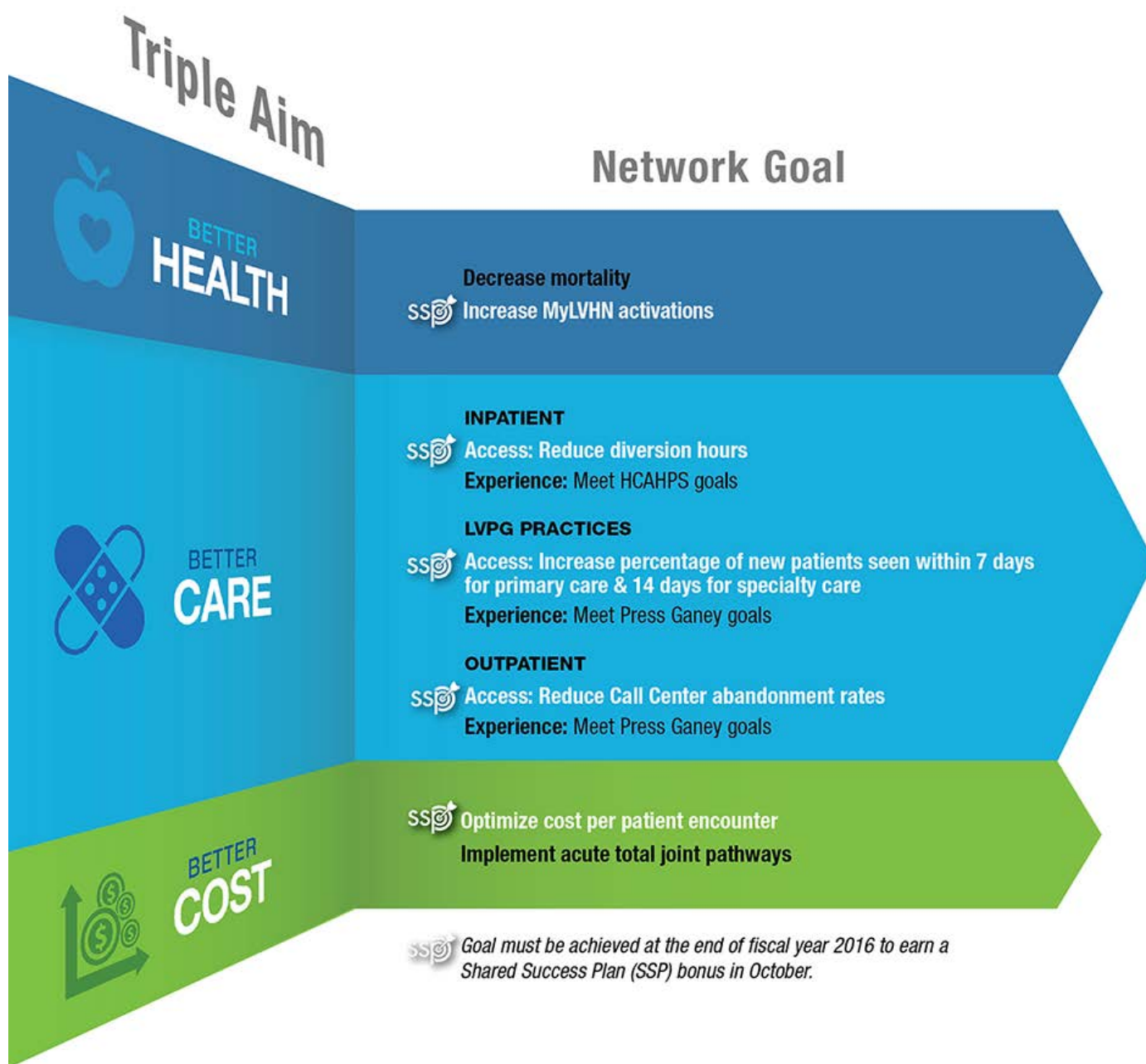
- **Reduce call-center abandonment rates.** If people are on hold too long when they call 402-TEST to schedule an appointment, they may hang up and call another provider. Our target goal is to achieve an abandonment rate of 11 percent or less. This goal is linked to our SSP bonus.
- **Provide an exceptional experience.** We'll measure our success by monitoring our Press Ganey scores.

## Better cost

- **Optimize total cost per patient encounter.** This statistic includes costs we incur in our hospitals, physician practices and Health Network Laboratories. Our target goal is to keep costs 0.2 percent below our budgeted amount. This goal is linked to our SSP bonus. To lower costs, we will strive to deliver smarter care without reducing our number of full-time equivalent employees (FTEs). In fact, we will continue to add colleagues to our team in areas where there is need.
- **Implement total joint pathways.** Now that we have a good relationship with OAA, VSAS Orthopaedics is part of LVPG and we have an excellent facility in LVHN-Tilghman where we can deliver high-quality, low-cost orthopedic care, we will work to identify ways to perform total joint replacements even more efficiently. We'll take what we learn and apply it to other areas throughout the health network.

[Watch a video of Dr. Nester](#) talking about our FY16 goals at June's Leader-to-Leader meeting.

Track our progress. Do your part.



Look for this chart in LVHN Daily and LVHN Quarterly throughout FY16. Goals will be marked green to identify where we're performing well, and red to show where there is room for improvement. The SSP icon identifies goals linked to our SSP bonus. LVHN Daily and LVHN Quarterly also will contain tips you can use to help us reach our goals.

Tags: better care Better Cost Better Health Goals Shared Success Plan SSP triple aim

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# KNOW YOUR NUMBERS

Last Chance to Know Your Numbers and Win Prizes

## Get Free Health Screenings and Win Prizes at the Health Center at Fogelsville's Community Open House

BY [TED WILLIAMS](#) · JULY 13, 2015



You are invited to tour Lehigh Valley Health Network's (LVHN) new Health Center at Fogelsville and learn about

the services offered there at an open house on Monday, July 27 from 5 to 7 p.m.

The new two-story, 40,000-square-foot facility is located at 1431 Nursery St. in Fogelsville, which is just off Route 100 next to Weis Market, about a mile north of the I-78/Tilghman Street interchange.

At the open house, you can get free health screenings and participate in family-friendly activities provided by LVHN services at the health center. The event will also feature a special visit from meLVin, official mascot of the Lehigh Valley Phantoms. Refreshments, giveaways and prizes will be included. Everyone is welcome, but pre-registration by calling 610-402-CARE is requested.

The center is now accepting appointments, and will open for patients later this month. Services offered at the Health Center at Fogelsville include:

- Family medicine offered by [LVPG Family Medicine-Fogelsville](#)
- ExpressCARE, LVHN's walk-in service for common illnesses and injuries
- Pediatric care with [LVPG Pediatrics-Fogelsville](#)
- Obstetrics and gynecology offered by [LVPG Obstetrics and Gynecology-Fogelsville](#)
- Rehabilitation services
- X-ray and ultrasound
- Laboratory services from Health Network Laboratories
- Home sleep testing

The new health center is LVHN's 13<sup>th</sup>, and its third in western Lehigh County, joining similar facilities in [Trexlerstown](#) and [Macungie](#). LVHN also has health centers in [Bangor](#), [Bath](#), [Bethlehem Township](#), [Emmaus](#), [Hamburg](#), [Hazleton](#), [Kutztown](#), [Moselem Springs](#), [Muhlenberg \(Bethlehem\)](#) and [Quakertown](#).

Tags: [Health Center at Fogelsville](#) [Open House](#)

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## Help us to Reduce Length of Stay

BY [ADMIN](#) · JULY 14, 2015

**\*\*\*This message is from David Burmeister, DO, chair, department of emergency and hospital medicine; Kim Jordan, vice president, patient care services, LVH–Cedar Crest; and Jacqueline Fenicle, vice president, patient care services, LVH–Muhlenberg\*\*\***

One of our most important Fiscal Year 2016 goals is ensuring access to our care...always. A major part of this goal is reducing the overall hospital length of stay. Consider that currently we must divert patients (turn away ambulances and send them to other hospitals) from our emergency departments for an average of 110 hours a month collectively. That's the equivalent of 3.6 days per month. It's unacceptable to us and to the community members we serve. That's why we'll all work together to come up with a solution.

To eliminate diversions, we need to reduce our overall inpatient length of stay, which during FY15 was an average of 5.3 days at LVH–Cedar Crest and 5 days at LVH–Muhlenberg. That means a significant number of patients can be waiting for beds in our emergency departments, our operating rooms and other entry points where our patients need to gain access to our inpatient units. If we can reduce length of stay at each campus by just .1 day, we'd add 10 beds back into our system. We realize we need to improve this number by much more than .1 day. The more beds we add, the more beds will be available for our patients, and the fewer diversions hours we will need.

As we aim to achieve our FY 16 goals, we've developed a series of projects designed to make our entire system – from admission to discharge – more patient- and colleague-focused. We need to improve access and efficiency so we are delivering the most patient-centered care, enhancing patient satisfaction and ensuring LVHN's long-term health. We'll need your expertise to help us.

We're asking colleagues within all departments network-wide to look for ways to be more efficient. You know best the frustrations and barriers you face every day to achieve our patient-centered goals. Please contact our team. Call 610-402-CARE or email [402CARE@lvhn.org](mailto:402CARE@lvhn.org) and offer your feedback. This will help us to identify areas in which we can improve and to find solutions that will help us increase access. Your help is vital. It will take "Everybody, Every Day, All Day," for us to be successful in meeting this goal.

By working together to improve inpatient access and reduce the inpatient length of stay, we will eliminate diversions, create additional capacity inside our hospitals, reduce operating room holds, reduce mortality risk, decrease costs and enhance our commitment to patient-centered care. That's why better access is our goal. We look forward to hearing from you.

Tags: [David Burmeister](#) [Goals](#) [Jacqueline Fenicle](#) [Kim Jordan](#) [Length of Stay](#)

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## Service Star of the Month – July 2015

BY [SHEILA CABALLERO](#) · JULY 16, 2015



## **Carolyn Cramsey, infection control and prevention, LVH–Muhlenberg**

Imagine being a guest in a foreign country when you suddenly develop an acute illness. That’s what happened to a man who came to the United States to visit his brother for several months. The man, who was admitted into the ICU at LVH–Muhlenberg, didn’t speak English and had other cultural barriers.

From the start, Carolyn Cramsey from infection control and prevention knew how important it was to coordinate communication among all the stakeholders in this patient’s care, including infectious disease physicians, ICU staff, the patient and his family, and appropriate community agencies.

Without regard to her formal work schedule, Cramsey visited the man daily to educate and provide support to the patient and his family. She tapped into her prior experience in public health to collaborate with appropriate agencies so he could be discharged into the community, despite his complex medical status.

Cramsey continued to serve as the man’s advocate as he sought to return to his home country in time to attend his daughter’s wedding. It was a complex undertaking because leaving the country required approval from multiple agencies, as well as medication management during travel. She also made sure he was connected to caregivers at home to continue his therapy.

“This patient received excellent care from LVHN and had the good fortune to have a personal advocate in Carolyn Cramsey,” says nominator Gary Tallarita. “The patient was able to attend his daughter’s wedding and continue his therapy in his home country because of her efforts.”

Cramsey is able to anticipate where and when a patient may need additional help. Her expertise in public health and her passion for patients and infection prevention make her an exceptional member of our team, as she works to ensure the safety and wellbeing of our community.

### **Next Steps**

[Nominate a Service Star.](#)

Congratulate these nominees:

- **Miriam Ramos Martinez, RN, 7T, LVH–Muhlenberg, and Timothy Docherty, occupational safety**

*A patient under the care of Martinez appeared confused and unsettled. The patient’s daughter noticed that music on the Care at Home Network seemed to calm her mother and asked if she could get a copy. Martinez collaborated with Docherty to obtain a DVD of the music and sent it to the daughter even though the patient had already been discharged. The daughter was very grateful and left a phone message stating the music was very helpful to her mother.*

- **Adebola “Bola” Onanuga, RN, 7B, LVH-Cedar Crest**

*Onanuga is a proactive nurse who recently detected a potential error in medication orders for one of her patients being prepped for the OR. The medication didn’t align with the patient’s medical history. Onanuga alerted the surgeon and kept the patient safe from possible harm.*

- **Mahim Shah, MD, LVPG Pediatrics–Pond Road**

*Shah helped a young girl who was struggling with identity and weight issues. She spent a large amount of time*

*talking about ways to eat healthy, and showed the girl her growth chart to reassure her she was not overweight. Shah had such an impact, the girl improved her eating habits.*

- **Nancy Robson, RN, emergency department, LVH–Cedar Crest**

*Robson responded to a Code Blue, only to discover the patient had a DNR/DNI order. The patient’s time was near, so she got permission to accompany him to his room so he wouldn’t be alone. She stayed with him, speaking calmly and reassuringly until his daughter arrived, and encouraged her to do the same as he took his final breaths. She displayed professionalism and empathy for the patient and his family in his final moments.*

- **Susan Unruh, RN, MICU/SICU, LVH–Cedar Crest**

*Unruh went out of her way to mark the birthday of a very ill patient whose family lives out of state. After a prolonged hospitalization the patient was quiet and depressed. Unruh sang “Happy Birthday” and made a sign with streamers for the room. She also encouraged colleagues to pop in and say happy birthday as they passed her room. Many colleagues took the time to give her their own birthday greetings including physicians, residents, nurses, transport colleagues and radiology staff – all of whom brought a bright smile to the woman’s face.*

- **Marc Vengrove, MD, Cynthia Payonk, CRNP, LVPG Endocrinology–1243 Cedar Crest, Marie Tomins, Helwig Diabetes Center, and Meredith Rochon, MD, LVPG Maternal Fetal Medicine–3900 Hamilton Blvd.**

*The Complete Diabetes in Pregnancy Program helped a colleague who was experiencing a high-risk pregnancy learn more about and manage her multiple chronic conditions. The colleague spoke with team members on a weekly basis. These interactions helped alleviate her fears and manage her condition so she could have a safe delivery and healthy baby.*

- **Sherry Clay, bed management, LVH–Cedar Crest**

*Clay is a consistently kind, compassionate and dependable team member. Her attention to detail keeps the ED flowing. She is always thinking about our patients’ well-being even though she doesn’t have direct contact. She thrives on being supportive, which she demonstrated by volunteering to be an Epic super user.*

- **Eryka Machado, LVPG Family Medicine–Nazareth**

*Machado helped a Spanish-speaking patient who was new to her practice navigate the bus routes he needed to take to attend medical appointments at various locations. She researched bus routes, called the public transit company to confirm bus schedules and had information sent to the patient’s home so he could obtain door-to-door transportation in the future.*

Tags: Carolyn Cramsey Infection Control Service Star

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## Tools for Wave 2 Inpatient Operational Dress Rehearsal

BY [JENN FISHER](#) · JULY 17, 2015

Let this thought sink in: In less than two-and-a-half weeks, LVHN hospitals in Lehigh and Northampton counties will be “live” with Epic. How prepared are you feeling? How about your colleagues – do they seem ready? The good news is, you still have time to prepare for Wave 2 Go-Live on August 1, and one of those ways is through inpatient operational dress rehearsals.

### Get Ready for Go-Live

An operational dress rehearsal (ODR) will give you and your colleagues an opportunity to work together using new workflows that will impact registration, scheduling, billing and patient encounters – all common scenarios in your day-to-day work. This week (on Tuesday, 07/14,) all colleagues received an email from the Epic project with information and links to materials you can use for your own operational dress rehearsals. (Note: If you didn't receive this email, [click here to reach Operational Dress Rehearsal Tools folder](#) on the Epic Transformation SharePoint site and open





it to access the spreadsheet of ODR tools. [To reach the spreadsheet directly, click here.](#))

## ODR Tools

In the email, the PDF titled, “Operational Dress Rehearsal Documents-Workflow Tools,” lists tip sheets and workflows for each inpatient application: ClinDoc, Orders, Radiant, Stork and ASAP.

The document is broken down by application and role. For each activity you are given a tool to assist in learning the workflow for that activity.

- Tip Sheet – a quick (usually one page) “how to.”
- Quick Start Guide – a more comprehensive and complete guide to a particular activity.
- Operational Dress Rehearsal (ODR) – unit-based script that outlines the steps needed to complete an activity.

Additional tip sheets and quick start guides for other subjects are available on the public Epic Transformation SharePoint and your Learning Home Dashboard in Epic. As new tip sheets and Quick Start Guides are developed, they will be added to the Epic SharePoint.

These tools will assist you in understanding the steps needed to complete an activity. While not every scenario is covered for every area, you will have an opportunity to log-in to the Epic Playground (PLY) and utilize fictitious patients provided to you during your training to practice the steps you and your colleagues must follow in Epic.

## 5 FAQs for ODR

### 1. Who organizes an ODR?

This is an independently organized activity. Talk to your super user or inpatient provider champion about setting up time for an ODR.

### 2. Can I do an ODR on my own?

Sure! Use the ODR tools (workflows, tip sheets, etc.) to practice your own role in a scenario.

### 3. How long does an ODR take?

ODRs can take from 15 to 20 minutes to complete.

### 4. Who can help us during an ODR?

Due to the number of colleagues and locations involved with Wave 2 Go-Live, no outside support from the Epic team (including the clinical readiness trainers, also known as the “rounders”) is available. If an issue or problem comes up, please see the next FAQ.

### 5. What if I/we find an issue or a gap?

If you discover an issue or a gap, speak with your super user about it. If they are not able to figure out the issue or how to close the gap, they can use their resources to report the issue to the Epic team.

**In addition to ODR, here are four ways you can continue to prepare for Epic:**

1. Practice in the Epic Playground (PLY.) You will receive your login information at training.
2. Talk to your super user about any questions you have. They might know the answer or can reach out for an

answer.

3. Read the Epic Flash newsletter every week for information and updates.
4. Talk to your colleagues about how you – as a team – are going to make Epic work.

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## Your Epic Calendars

### *Wave 2 Inpatient*

**Now:** Wave 2 inpatient equipment delivery and set-up

**June 1–July 26:** Wave 2 end user training

**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*

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

Tags: Epic

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Wave 2 Go-Live: An Epic Team is Supporting You

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9 JUL, 2015



Getting Ready for Wave 2: Inpatient Operational Dress Rehearsal

2 JUL, 2015

## Get a Price Break on a Gourmet Buffet & Grill Meal

BY [TED WILLIAMS](#) · JULY 15, 2015

LVHN's Recreation Committee arranges colleague discounts on hotels and resorts, restaurants, entertainment venues and a variety of retail items among other opportunities. Depending on your carrier, you can also get a break on your monthly cellphone bill if you're an LVHN colleague. Here's our featured discount for July.

### **Gourmet Buffet & Grill**

3317 Hamilton Blvd., Allentown (near Dorney Park)

Show your LVHN ID to your server and receive a 20-percent discount on the LVHN colleague's meal only. This discount cannot be combined with other offers, is available for dine-in only, and is valid for lunch or dinner Monday through Friday.

[See a detailed list of other employee discounts.](#)



*Photo provided by Gourmet Buffet & Grill  
via Facebook.*

Tags: [Colleague Discounts](#) [Recreation Committee](#)

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Save Some Bucks on Your Summer Vacation

17 JUN, 2015

## July Events at LVH–Muhlenberg, LVH-Cedar Crest, LVHN-Mack

BY [TED WILLIAMS](#) · JULY 14, 2015

The warm days of summer have arrived in the Lehigh Valley and most of us are enjoying the outdoors. But if you're working, there are still things to do indoors at our LVHN campuses. Here are a few of our upcoming events:

### **Bake Sale**

July 17, outside LVH–Muhlenberg cafeteria, 8 a.m.-6 p.m.

### **Sunglass Trunk Show**

July 16, LVH–Cedar Crest café next to Jaindl Pavilion on the second floor, 10 a.m.-1 p.m.

Hosted by Optical Effects/LVPG Ophthalmology. Sunglasses \$50 each.

### **Bag Sale**



July 22, LVHN–Mack Boulevard cafeteria, 8 a.m.-2 p.m.

### Poster Presentation

July 31, LVH–Cedar Crest ECC rooms 6, 7 and 8, Research Scholar Program, noon-2 p.m.

Tags: [Auxiliary](#) [Events](#) [Sale](#)

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