

# Your wrap-up of the week's news from LVHN Daily. 7 / 24 / 15

## LVHN's U.S. News Best Hospitals Rankings

We made the list for the 20th consecutive year.

## Parking and Traffic Updates for Epic Go-Live

Information for LVH–Cedar Crest and LVHN-One City Center.

#### From Cutover to Epic Go-Live

See what happens leading up to Wave 2 Go-Live.

#### **Construction Project Updates**

Stay informed about stone lot and new pavilion work.

# Americans with Disabilities Act 25th Anniversary

Celebrate the work we're doing to serve our community.











#### Read Lehigh Valley Health News

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



### Good News: LVHN's US News Best Hospitals Rankings

BY ADMIN · JULY 21, 2015



This message is from Brian A. Nester, DO, MBA, FACOEP, president and chief executive officer

Dear colleagues,

Each July, I look forward to the U.S. News and World Report Best Hospitals rankings announcement. I know this also has become a much-anticipated event for colleagues here at LVHN, as we have been included on this prestigious list each year since 1996.

This year's rankings were released today, **and the news is good**. I'm thrilled to inform you that our health network is ranked for the 20th consecutive year among the Best Hospitals in the nation on the 2015-16 list. This puts our organization in the company of the most accomplished

health care systems in the country.

This year, Lehigh Valley Hospital (LVH) is again the region's only nationally ranked hospital by US. News. LVH is ranked in seven categories: cardiology and heart surgery; gastroenterology and GI surgery; geriatrics; gynecology; orthopedics; pulmonology; and urology. These specialties also made the list last year.

LVH is the only area hospital named to this list in at least one specialty every year since 1996. And for the second consecutive year, it is ranked **number 3** out of all hospitals in Pennsylvania, while LVH–Muhlenberg is **number 10** this year. This means LVHN has two of the top 10 hospitals in the state, which is remarkable.

Both LVH and LVH–Muhlenberg also are recognized as high performing hospitals in Northeastern Pennsylvania/Lehigh Valley and the Allentown-Bethlehem-Easton Metro Area. LVH is a high performer in diabetes and endocrinology; ear, nose and throat; nephrology; and neurology and neurosurgery. LVH–Muhlenberg is a high performer in diabetes and endocrinology; geriatrics; and pulmonology

Clearly, our patients are in good hands being healed, comforted and cared for by you, our outstanding LVHN colleagues. Please share this news with your colleagues, family and friends, and take a moment today to thank someone you work with for what he/she does for our community each day.

Thank you.

Please see more detail in the news release that is being sent out to our community later today:

Lehigh Valley Hospital Named for the 20th Consecutive Year Among Best in U.S.

Region's only nationally ranked hospital and #3 in PA by U.S. News & World Report

Lehigh Valley, Pa. (July 21, 2015) – Lehigh Valley Hospital (LVH) ranks for the 20th consecutive year as one of the nation's top hospitals on U.S. News & World Report's Best Hospitals list. LVH is the region's only nationally ranked hospital and ranks number three among hospitals in Pennsylvania for the second consecutive year.

The 2015-2016 list names LVH among the nation's top 3 percent of leading hospitals in seven categories: cardiology and heart surgery; gastroenterology and GI surgery; geriatrics; gynecology; orthopedics; pulmonology; and urology. These specialties also made the 2014-2015 Best Hospitals list.

This is the 11th time cardiology and heart surgery; geriatrics; and urology have been on the list; the tenth for gastroenterology and GI surgery; the seventh for orthopedics; and the fourth for gynecology and pulmonology.

LVH is the only hospital in the area to make the U.S. News national rankings in at least one specialty area



every year since 1996.

In addition to the Best Hospitals national rankings, U.S. News cites hospitals as "high-performing" in regional markets around the country. Lehigh Valley Hospital and Lehigh Valley Hospital—Muhlenberg both are recognized among the Best Hospitals in Northeastern Pennsylvania/Lehigh Valley and the Allentown-Bethlehem-Easton Metro Area. Lehigh Valley Hospital—Muhlenberg is listed as a high-performer in diabetes and endocrinology, geriatrics and pulmonology, and ranks number 10 in the state, an improvement from 24th place last year.

"Inclusion for two decades on this exclusive and well-respected list puts our organization in a singular category with only a handful of the most accomplished health care systems nationwide," says Brian Nester, DO, MBA, FACOEP, LVHN's president and chief executive officer. "Clearly, our community is in good hands being healed, comforted and cared for by our outstanding LVHN colleagues.

U.S. News evaluates hospitals in 16 adult specialties. In most specialties, it ranks the nation's top 50 hospitals and recognizes other high-performing hospitals that provide care at nearly the level of their nationally ranked peers.

"A Best Hospital has demonstrated expertise in treating the most challenging patients," said Ben Harder, chief of health analysis at U.S. News. "A hospital that has emerged from our analysis as one of the best has much to be proud of."

U.S. News publishes Best Hospitals to help guide patients who need a high level of care because they face particularly difficult surgery, a challenging condition, or added risk because of other health problems or age. Objective measures such as patient survival and safety data, the adequacy of nurse staffing levels and other data largely determined the rankings in most specialties.

The specialty rankings and data were produced for U.S. News by RTI International, a leading research organization based in Research Triangle Park, N.C. Using the same data, U.S. News produced the state and metro rankings.

The rankings have been published at http://health.usnews.com/best-hospitals and will appear in print in the U.S. News Best Hospitals 2016 guidebook, available in bookstores and on newsstands in August.

 Tags:
 Best Hospitals
 cardiology and heart surgery
 gastroenterology and GI surgery
 geriatrics
 gynecology

 LVH-Cedar Crest
 LVH-Muhlenberg
 Orthopedics
 pulmonology
 U.S. News
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Update on LVH-Cedar Crest Parking Lot, LVH-Muhlenberg Construction Projects

Stone Lot to be Paved at LVH–Cedar Crest; Expansion Project to Begin at LVH–Muhlenberg

1 JUL, 2015



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

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## Parking Situation During the Epic PTO Freeze

BY ADMIN · JULY 20, 2015

#### **UPDATE**: LVHN-One City Center Road Work and Traffic

Colleagues who work at, or attend Epic training at, LVHN–One City Center have some tricky road work to plan around. PPL work on 8th Street and Walnut Street is causing intermittent lane closures on these roads. Beginning today between 4–6 p.m., City of Allentown Police Department will conduct traffic at 7th and Linden and 8th and Linden Streets. They will continue to do this on weekdays to help manage traffic while this road work occurs.

\*\*This email is from Tom Whalen, MD, MMM, executive vice president and chief medical officer, Terry Capuano, MSN, MBA, executive president and chief operating officer, and Luis Puentes RN, BSN, MA, PHRN, administrator of emergency operations and public safety\*\*\*

With Epic Wave 2 Go-Live quickly approaching and the start of the PTO freeze (July 20 – August 14), we have been working on several temporary parking solutions that will permit us to accommodate the many vehicles that otherwise would not

be parked on LVH-Cedar Crest campus at the same time.

To accommodate the many extra vehicles, we have secured additional parking near LVH-CC campus. The Cedar Crest Bible Fellowship Church located a short distance away at 1151 South Cedar Crest Blvd has provided us access to their lot. The struggle we face is how to ensure the lot is used by



To accommodate the additional vehicles at LVH–Cedar Crest during Epic go-live, we will utilize the nearby Cedar Crest Bible Fellowship Church for additional parking. Click to enlarge the map of available parking areas.

enough staff to leave more parking spaces available on LVH-CC campus for our clinical services colleagues.

This is where your continued dedication to ensuring Epic's success is needed. We have identified a core group of staff members who will need to park at the above location (Cedar Crest Bible Fellowship Church) between August 3 – August 28 (excluding weekends). This will be for the below identified personnel who will be working the A.M. shift, but we will monitor the lots to determine if we need additional shuttles for the P.M. support personnel. If you are one of the following Epic Wave 2 Support Logistics personnel, please park at the aforementioned site and use the shuttle service available to bring you to your destination:

- Divurgent
- Credentialed Trainer Support
- I/S staff
- Epic staff
- Epic Super Users (current LVHN Unit Super Users working at Cedar Crest)

This temporary arrangement will leave over 200 parking spaces available for colleagues who typically work at LVH-CC.

Additionally, all network personnel are encouraged to keep in mind the following during the month of August:

- Leave for work early since searching for a parking space might consume your time
- Follow the signs to the back-up parking lot at the Cedar Crest Bible Fellowship Church
- Car pool with colleagues
- Consider getting dropped off for work
- Avoid scheduling meetings that have additional attendees/colleagues who will have to travel to Cedar Crest to attend

Parking will be a challenge for all working at Cedar Crest during Wave 2 Go-Live and the PTO freeze. There will be abundant signage placed on campus, as well as additional security personnel available at many of the lots to assist you.

The above designated personnel working in the same capacities at Muhlenberg and 17th St. can park at the North

Lot and Race Track respectively. There is plenty of parking in those lots.

If you have parking questions or concerns during Wave 2, you can call our Epic parking hotline at (610) 402-7700.

Again, thank you for your commitment as we launch a new era in electronic medical records at LVHN. Your engagement in this process will make the difference in how this transformation is achieved as well as how it is perceived by our patients and our community.

Tags:

Epic parking

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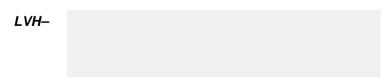
# Update on LVH-Cedar Crest Parking Lot, LVH-Muhlenberg Construction Projects

BY RICK MARTUSCELLI - JULY 21, 2015

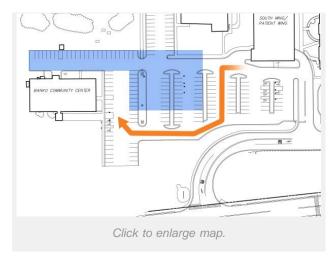
Construction continues on the stone parking lot at LVH–Cedar Crest and the new pavilion at LVH–Muhlenberg. Here is information about what will happen this week to help you, colleagues, patients and visitors navigate the campuses safely.

#### LVH-Cedar Crest construction

Work will begin to install a new sidewalk between parking lots behind the hospital with the hospital itself, connecting at the 1230 building. Parking spaces near the 1230 building will be coned off to allow for construction. The map shows where construction will take place.







#### Muhlenberg construction

As work continues to relocate utilities near the Banko Community Center, traffic patterns will change. The map shows the route motorists should take to the building.

Please share this news with colleagues, patients and visitors who may be affected by the construction projects.

Tags: Construction LVH-Cedar Crest LVH-Muhlenberg

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21 JUL, 2015



Stone Lot to be Paved at LVH–Cedar Crest; Expansion Project to Begin at LVH–Muhlenberg

## Join LVHN in Celebrating the Americans with Disabilities Act 25th Anniversary

BY GERARD MIGLIORE - JULY 23, 2015

Imagine a life where basic activities like bathing, eating, talking on the phone or taking a bus to work are fraught with challenges. That's reality for more people than you may realize – and someday it could even be you or someone you love facing those challenges.

Nearly one in five Americans currently has a disability (according to the U.S. Census bureau), and more than one in four 20-year-olds will develop a disability before they retire. Recognizing this prevalence and the challenges of living with a physical or mental disability, President George H.W. Bush signed The Americans with Disabilities Act (ADA) on July 26, 1990. This landmark legislation, which prevents discrimination against people with disabilities, marks its 25<sup>th</sup> anniversary Sunday.



"The ADA symbolizes inclusion and empowerment, principles we should all embrace and celebrate," says Judith Sabino, Lehigh Valley Health Network (LVHN)'s diversity/cultural awareness liaison. "While ADA has no doubt reduced barriers and changed perceptions, we know some barriers do remain. Here at LVHN, we are working to understand these barriers and devise solutions that allow us to better serve all members of our community."

Health care barriers include structural characteristics that limit patient access, inaccessible medical equipment and inaccessible adaptive communication devices. Project teams at LVHN are seeking to address these issues while also enhancing staff knowledge about caring for people with disabilities. The teams include community members who have a disability.

"The perspective of our community partners has been invaluable," Sabino says. "Time and again they have reminded us that people with disabilities aren't actually disabled - they simply have differing abilities. Their voice offers us needed insights and recommendations, whether we're thinking about patients, family members, visitors or our own colleagues."

In addition to the work at LVHN, a pilot project investigation, titled "Enhancing Healthcare Access for People with Disabilities," was conducted by students in the SELECT program (Scholarly Excellence, Leadership Experiences, Collaborative Training), LVHN's medical school partnership with the University of South Florida Health (USF Health) Morsani College of Medicine.

#### Pledge your support

LVHN's initiatives exemplify a renewed commitment to ADA that's taking place in workplaces, schools and communities nationwide. "Pledge On!" is an online campaign to capture this commitment and celebrate the ADA anniversary through 25,000 virtual signatures. LVHN signed an organizational pledge and invites you to add your name to the list. Pledging takes only a moment and can be done on behalf of an organization or an individual. "It's an easy yet meaningful way to demonstrate your support and encourage ADA compliance throughout our country," Sabino says.

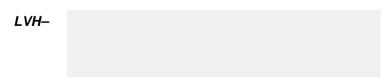
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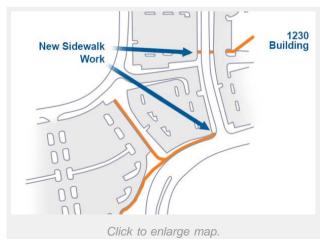
BY RICK MARTUSCELLI - JULY 21, 2015

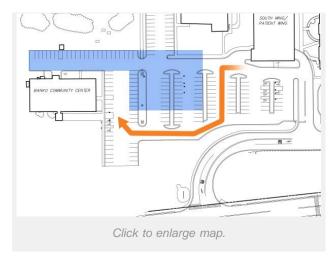
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## Wave 2: From Cutover to Epic Go-Live

BY JENN FISHER - JULY 24, 2015



When LVHN started the systematic process of bringing the Epic electronic medical records (EMR) system to our network, it's likely that most of us felt this was an information services (I/S) project. But in the two-plus years since this initiative was announced, all LVHN colleagues have been involved in some aspect of the Epic transformation and have become aware of many new I/S terms, like <u>validation</u>, <u>clinical content</u> <u>build out</u> and <u>Wave 1 Go-Live</u>. (Bonus points for knowing how to use these terms correctly in a sentence.)

We're now heading into the final week before Wave 2 Go-Live and here's a new term for your Epic dictionary: cutover. As described by techy types, cutover is a systematic process of switching from an existing system (such as Centricity Enterprise,) to a new one. In our case, that's Epic.

The process for Wave 2 cutover started months ago, involving several dry runs of the system to ensure it's ready for August 1 Go-Live. Good news: we're ready. Here's what to expect in the days and hours leading up to Wave 2

Go-Live at LVH–Cedar Crest, LVH–17th Street, LVH–Muhlenberg and LVHN–Tilghman.

#### On the Clock: Cutover Timeline

#### July 30

July 30 is a day for tasks. For providers, this means cleaning up orders in Centricity Enterprise (CE) by removing those that are no longer needed and/or closing orders that are completed. For all other Wave 2 colleagues, make sure you have your downtime business continuity access devices and information ready and know how to continue the business of caring for our patients during downtime (which will occur for a short period of time on August 1.)

#### July 31

- 6 a.m. The cutover process will begin when members of the LVHN Epic team meet at the LVHN Epic command center located in the 1247 S. Cedar Crest building. This team will guide all cutover processes which will occur over the course of the entire day and will most likely not conclude until 11 p.m. All day, new patients and their data will be added to both CE and Epic.
- 8 a.m. Pharmacists will begin entering patient information and medications into the Epic system based on the current information in CE. Shortly after, nursing and provider team members will add additional patient information as well as current orders.

All day: Providers must finish cleaning up orders in CE by removing those that are no longer needed and/or closing orders that are completed.

- 2 p.m. Providers: If patient discharge is anticipated for July 31, please try to discharge your patient(s) by 2 p.m.
- 6 p.m. The I/S technical team will begin swapping out equipment in several areas including NICU and the ORs. This equipment will allow the Epic interfaces to work.
- 11 p.m. A message will be sent to all colleagues that current (soon to be legacy) electronic medical record systems will be going on downtime at 11:30 p.m. Be sure you and your colleagues know your downtime procedures and have the forms you need.
- 11:30 p.m. No further CE logins permitted.
- 11:45 p.m. All CE users outside of those on the cutover team will be forced out of the system.

#### August 1

- 12:01 a.m. Systems (CE and other legacy medical record systems) and current interfaces are shutdown.

  Downtime procedures are in place and must be followed for continuity of care.
- From 12:01 a.m. to approximately 4 a.m. LVHN Epic project team and LVHN operations will turn on and test interfaces. They will also test Epic to make sure that patient information is correct and that the system is functional. This process will take a few hours. Last step: final verification of census will be done and then Epic will be "live."

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1:30 a.m. CE will come up in read-only mode

Approximately 4 a.m. LVHN Epic team will send a message to all colleagues that Epic is "live." Please remember that this is dependent on many factors. If the Go-Live time changes, you will receive a communication from the LVHN Epic team.

When you receive word that Epic is "live," there will be tasks that need to be done for each patient. Go-Live support staff will already be on location to help you successfully make this transition. If you are involved in doing these tasks, you will receive additional information.

#### **Your Epic Calendars**

Wave 2 Inpatient

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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