

## Colleagues Adjust to Epic

See what they're saying about our new EMR system.

## MyLVHN: It's the Story of Your Health

Create an account in our new patient portal.

## Share Constructive Comments About Epic

Help make it better in the spirit of collaboration.

## LVHN Days at Dorney Park

Get admission and an all-you-can-eat picnic for a special price.

## Attend the Summer Festival

Enjoy family fun at LVH–Muhlenberg Aug. 19-22.

## Corporate Challenge Results

Valley Preferred cycling teams finish in top four.

## Creating an Ebola Treatment Center

Clinicians helped make it CDC-certified.

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Get details in the latest HIPAA Tip.



**Read Lehigh Valley Health News**  
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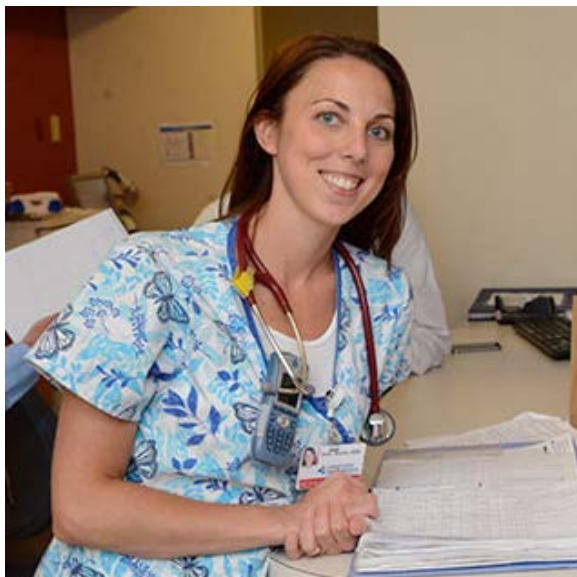
## Colleagues Adjusting to Epic After Wave 2 Go Live – PHOTOS

BY [TED WILLIAMS](#) · AUGUST 13, 2015

Deborah Lunt (right) will tell you about her sleepless nights. Kelly Beahm, RN, admits she was almost scared to come to work. That's the effect Epic Wave 2 Go Live had on some colleagues. But almost two weeks after our new electronic medical record system was activated among inpatient units at LVH–Cedar Crest, LVH–Muhlenberg, LVH–17th Street and LVHN–Tilghman, most end users are getting acclimated to it.

“It turned out to be nowhere near as bad as I thought it would be,” says Lunt, a registrar in LVH–Cedar Crest’s emergency department (ED). “I’ve been doing this for 15 years now and it gets to the point where things are almost automatic. When you put in a different system, it’s going to take some getting used to it. Things can move so quickly in the ED, I wasn’t sure what to expect, and like everybody, I was concerned. But we’ve had a lot of support along the way and it gets easier each day.” Since the Aug. 1 Go Live, we’ve seen 3,725 patients in our EDs, including 1,686 patients at the LVH-Cedar Crest ED.





Beahm (left), a nurse in the women's specialty float pool at LVH–Cedar Crest, has had to pick up the nuances of the new system as it's used on several units. "I'm not scared anymore," says Beahm, who was working Wednesday on the mother/baby unit, where 134 babies had been born since Go Live. "In the long run, this system will really be beneficial."

Epic Wave 2 went live a little more than five months after the initial wave for LVHN's outpatient and ambulatory sites. That first wave involved about 3,000 end users in the health network. There were more than three times as many involved in Wave 2. In ambulatory and outpatient sites, Epic involves three web applications. There are roughly a dozen at work in the inpatient setting, with different units needing different applications.

"Technically it's gone very smoothly," says Donald Levick, MD, LVHN's chief medical information officer. "We learned a lot technically in Wave 1 that has served us well this time around. Most of our problem tickets have been questions on how to use the system properly. We've been very busy since Go Live because we're working with more colleagues using more applications, and using the system 24/7."

In the LVH–Cedar Crest mother/baby unit, Donna Troiano, RN (right), is an Epic super user, meaning she's gone through intense Epic training and is there to help other end users on her unit. "Training certainly prepared us for this transition, but I've already learned much more about the nuts and bolts of Epic by being hands-on every day," Troiano says. "I wouldn't say we're completely comfortable with it yet, but we're a lot farther along than we were last week."

It's been a similar experience for pediatrician [Nasrideen Noor, MD](#), of LVPG Pediatrics, who was working on the mother/baby unit Wednesday. "What I needed to do in terms of record-keeping often involved going out to two or three sites," Noor says. "Epic has integrated those in one place for me. It's taken a bit of time to get acclimated to how to move around Epic, but it gets easier the more I use it. It's a great tool."



For other colleagues, the adjustment has been a bit more difficult. Some found they were prompted in various applications for information that may not be necessary for the purposes of their particular unit. "The system is quite robust for the needs of the ER," says Fern Bastinelli, RN, of the LVH–Cedar Crest ED. However, part of the Epic transformation is stabilizing the system before it can be optimized, or modified to address such concerns.

During the period of stabilization, users will learn more about the system and possibly find ways to utilize it better. Once everyone is comfortable, the optimization phase begins. This is where operational, clinical and Epic project team leaders will look to optimize the system in ways that will benefit both LVHN and their patients.

Since Go-Live, the Epic command center has been maintaining a list of items for optimization. If end users have suggestions for improvements, they should call the I/S support center at 610-402-8303.

## 16118\_Wave-2-Epic-Go-Live-Gallery8.jpg



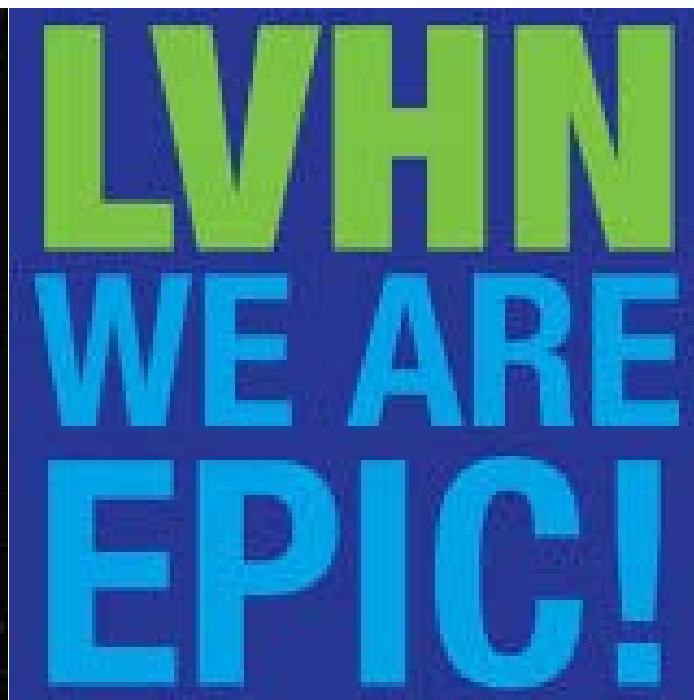
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## MyLVHN: It's the Story of Your Health

BY [ADMIN](#) · AUGUST 10, 2015

**\*\*\*This message is from Brian Nester, DO, MBA, FACOEP,  
president and chief executive officer, LVHN \*\*\***

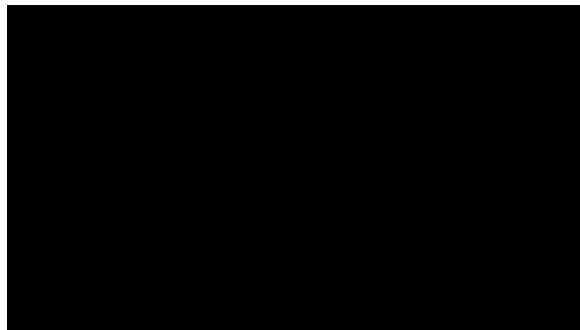
Colleagues,

As we begin our new fiscal year (FY2016,) I encourage you to know the story of your health using [MyLVHN.org](http://MyLVHN.org), the Epic patient portal. With MyLVHN you have a convenient way to see your personal health information whenever and wherever you want. Beyond that, you can use MyLVHN's secure messaging feature to send non-emergency questions to your provider, request prescription refills and more. Because this is such an important health management tool for our patients and our employees, MyLVHN enrollment is among our new fiscal year goals.

As of August 7, more than 23,500 patients have already activated their MyLVHN accounts – perhaps you are one of them. Much of this growth was organic, but in the last few months, LVPG conducted a pilot program at 14 practices (16 sites) to encourage patients to sign up. Their success led to an across-LVPG effort to educate and sign up patients for MyLVHN. Starting this month, encouraging patients to sign up for MyLVHN is now a network-wide effort since Epic is now used in our hospitals at LVH–Cedar Crest, LVH–17th Street, LVH–Muhlenberg and LVHN–Tilghman.

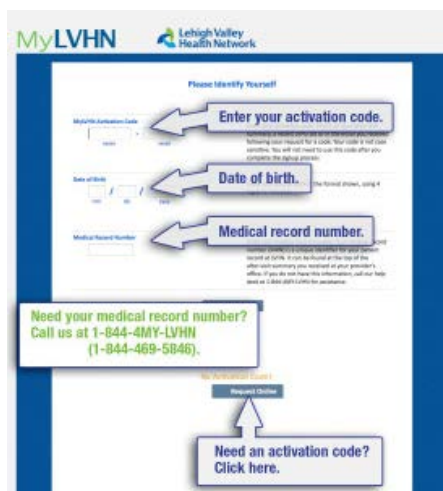
### Here are 3 ways you can learn more about MyLVHN:

1. Watch this [short video](#) and you will see how easy it is to sign up. All you need to do is enter your activation code, your date of birth and your medical record number then voilà – you are an official MyLVHN member. You can also review the images below, which show you how you can enroll.
2. On [MyLVHN.org](#), read over the [FAQs](#) to familiarize yourself with questions you (or patients) might have.
3. Read about [LVPG's MyLVHN pilot program on LVHN Daily](#) for great tips to help you enroll patients.



If you don't already have a MyLVHN account, I invite you sign up at your earliest convenience. Your use and understanding of this Epic feature will help you explain it to our patients or your own family members. Not only can this easy-to-use health management tool help you know the story of your health, taking action with that knowledge can make a difference in how the next chapter of your life goes.

**Click to enlarge these images which explain how to enroll in MyLVHN:**



Tags: [Goals](#) [MyLVHN](#)

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Help us to Reduce Length of Stay

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Watch June's Leader-to-Leader Video

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## Share Constructive Comments and Concerns About Wave 2 Go Live

BY [ADMIN](#) · AUGUST 12, 2015

**This email is from Tom Whalen, MD, executive vice president and chief medical officer.**

It has been more than a week since Epic Wave 2 Go Live at LVHN. When we started this transformation process, our goal was to improve the quality of care for our community and improve the flow of patient information across our health network.

We are now on day 12 of Wave 2 Go Live, and the implementation is going well. Though there are some broken crayons, the Epic system remains strong and continues to improve as we identify and resolve issues. As of today, we received 13,742 tickets – resolving 12,645 of them. Many callers to the I/S Support Center share incomplete information or have “how-to” questions. Moving forward, please remember to provide as much information as possible so the Epic team can resolve the ticket in a timely manner. Also remember to use your super users and external support on the floor. These colleagues went through additional training and should be able to assist you.

Last week, we communicated a change to how the command center will follow up with you in regards to your ticket. A colleague from the command center will call you once with your resolution. If the colleague is unable to reach you, a follow-up email will be sent to your inbox with an explanation of the resolution.

It's been said that Wave 2 Go-Live is a major accomplishment. Just look at the numbers:

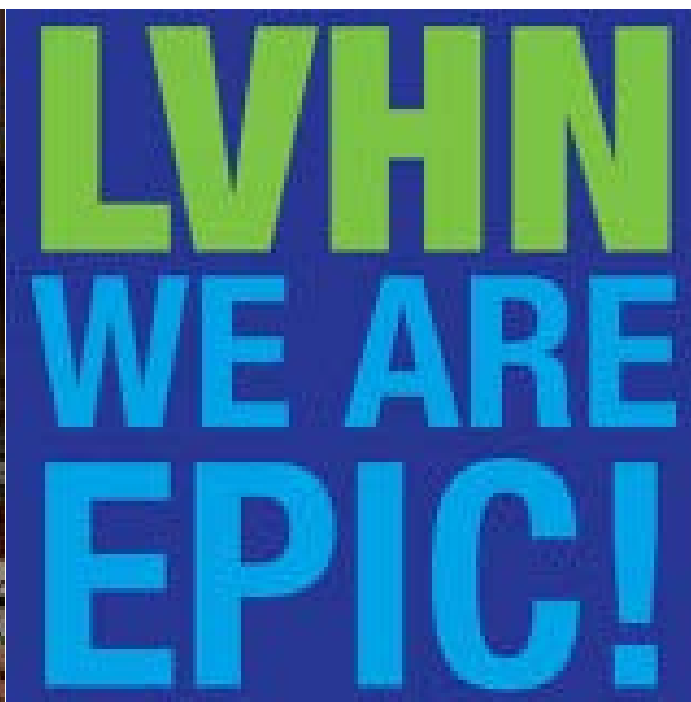
- **17,000 people have been trained** on Epic between Wave 1 and Wave 2. This includes community providers and staff.
- **95 percent** of inpatient orders are entered electronically. This percentage is consistent with Centricity Enterprise.
- The average time it takes to register a patient is **six minutes, one second**. At the start of Go Live, the average time was 8 minutes, 56 seconds.

Ongoing support for the Epic transformation has been remarkable. Thank you for your commitment as we launch a new era in electronic medical records at LVHN. Your engagement in this process continues to make a difference in how this transformation is achieved and perceived by our patients and community.

In the spirit of collaboration and making Epic better, please leave your constructive comments and concerns regarding Wave 2 Go Live here on this post. Please review our [Guide to Cordial Commenting](#) before doing so. As always, if you have an urgent need call 610-402-8303. We welcome your feedback and will help resolve any issues that you may be experiencing. We look forward to hearing from you and what your experiences are with the system. Thank you for all you have done and continue to do to make our Epic transformation a success.

Tags: [Epic](#)

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## 'LVHN at Dorney Park' Aug. 19 and Sept. 26

BY [TED WILLIAMS](#) · AUGUST 14, 2015

All colleagues have the opportunity to take advantage of two separate days to enjoy Dorney Park & Wildwater Kingdom at a price which includes admission, parking and an all-you-can-eat picnic.

"Lehigh Valley Health Network at Dorney Park & Wildwater Kingdom" will take place Wednesday, Aug. 19, and Saturday, Sept. 26. For \$43.10, you'll be entitled to admission to Dorney Park, Wildwater Kingdom and Planet Snoopy, free parking and the picnic, which runs from noon to 5 p.m. If you already have a season pass at Dorney, the price is \$18.85.

The all-you-can-eat picnic menu includes hamburgers, fried chicken, macaroni and cheese, potato salad, fruit salad and ice cream.

Tickets must be purchased in advance at [dorneypark.com/LVHN](http://dorneypark.com/LVHN). You'll need a credit card to make the purchase and a printer to print your tickets. Please note the ticketing function on [dorneypark.com](http://dorneypark.com) will not work in Internet Explorer 8. No tickets will be available at the gate. Deadline for purchasing tickets for the Aug. 19 LVHN day is Aug. 17.

For more information, visit the [Recreation Committee intranet site](#).



Tags: [Dorney Park](#) [Recreation Committee](#) [Wildwater Kingdom](#)

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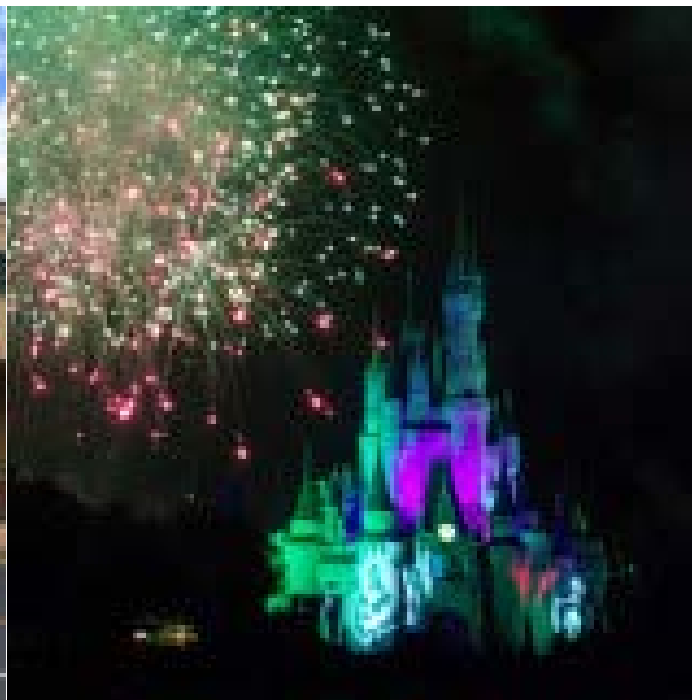
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## Food, Crafts and Fun On tap at 54th Annual LVH–Muhlenberg Summer Festival August 19-22

BY [ROBERT STEVENS](#) · AUGUST 13, 2015

Get ready to celebrate one of the region's most time-honored summer traditions. The [Lehigh Valley Hospital \(LVH\)-Muhlenberg Summer Festival](#) opens its 54<sup>th</sup> run on August 19 with food, fun and crafts. The four-day event will conclude on August 22.

The festival will again take place on the north side of the hospital campus near routes 22 and 378, in a location that allows for more space and additional parking.

One of the hospital's largest fundraisers, the [Summer Festival has raised millions of dollars](#) during its history to support services at [LVH-Muhlenberg](#). The very first festival was held even before ground was broken for what was to become the Muhlenberg Medical Center.

Each night of this year's Summer Festival will include special activities for children in "Kiddie Land," such as grab bags, face painting, sand art and a duck pond. Plenty of food, crafts and free entertainment are available for



patrons of all ages to enjoy.

Wednesday's opening-night activities will include one-price \$20 ride tickets from 5 to 10:30 p.m., and the popular sounds of The B-Street Band, a Bruce Springsteen tribute band, starting at 7 p.m. \$20 ride tickets will be available Wednesday, Thursday and Saturday nights.

Catch Jake's Rockin' Country Band on Friday starting at 7 p.m. Saturday's one-price ride tickets are valid from noon to 5 p.m. and include an entry into a bike drawing. This year's raffle will be held at the end of the night Saturday for the grand prize of \$500. Saturday's entertainment includes a 1 p.m. performance by Common Bond and a 7 p.m. performance by The Large Flowerheads.

The free admission, nightly entertainment, amusement rides, ethnic and American foods, and one of the area's largest juried arts-and-crafts shows make this event great for the entire family. Artisans and craftspeople from around America join local exhibitors, offering hundreds of handcrafted items ranging from oil and watercolor paintings to wood carvings and paper jewelry.

Crafters and their creations are carefully screened and selected based on specific criteria. Each item must be handmade, contributing a unique quality to the array of crafts and artistic renderings presented at the Summer Festival.

Tags: [Carnival](#) [Crafts](#) [LVH-Muhlenberg](#) [Muhlenberg Summer Festival](#)

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## Valley Preferred Puts Two Cycling Teams in Top Four at Corporate Challenge – PHOTOS

BY [KYLE HARDNER](#) · AUGUST 12, 2015



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Two teams of cyclists representing [Valley Preferred](#) finished among the top four during the 16<sup>th</sup> annual Corporate Challenge at the Valley Preferred Cycling Center in Trexlertown last Friday night. The Italian pursuit-style race pits six co-workers against other Lehigh Valley businesses as part of a team-building event.

Valley Preferred Team 1 finished in second place. Jennifer Love, RN, led the team, followed by [Julie Antidormi, CRNA](#); Patrick Duffy, MD; Angelo Procaccino (co-captain); [Richard Boorse, MD](#); and [Aaron Czysz, MD](#), as the anchor.

Valley Preferred Team 2 finished in fourth place with cyclists Sallie Urffer (co-captain); registered dietitian Kim Procaccino; [Beth Berger, MD](#); Joel Ninos; Roberts Fatz; and [Mark Li, MD](#).

Valley Preferred Team members also included Catrina Kemmerer, RN, Hubert Huang and Eric Sewald.

Bicycling Magazine won first place in the Corporate Challenge, and Air Products took third place.

Congratulations to our fellow colleagues for another triumphant year competing in the Rodale Corporate Challenge Race.

Any LVHN employees interested in riding with the 2016 Valley Preferred Corporate Challenge Team should contact [tina.werkheiser@lvhn.org](mailto:tina.werkheiser@lvhn.org).

Tags: [Cycling](#) [Valley Preferred](#) [Valley Preferred Cycling Center](#)

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BY [KYLE HARDNER](#) · AUGUST 12, 2015

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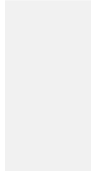
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## Creating a CDC-Certified Ebola Treatment Center

BY [TED WILLIAMS](#) · AUGUST 11, 2015



When Michelle Martin, RN, walked into the first meeting of LVHN's newly created Passion Team last October, she looked at the faces of her fellow volunteers and felt a sense of pride.

“Everyone was there because it was the right thing to do,” she says. “We all wanted to help in any way we could.”

That energy inspired Martin and nearly 60 other clinicians to volunteer for the team, which gathered days after the first laboratory-confirmed case of Ebola was diagnosed in the United States. The case involving a man who had traveled to Dallas from Liberia sparked rampant media speculation about the potential spread of Ebola nationwide.

In response, LVHN leaders sent out an email asking for clinicians to volunteer for a team that would prepare our network to handle serious infectious diseases such as Ebola. “The turnout for that first meeting was amazing,” says LVH–17th Street emergency department nurse Elisa Moyer, RN, another Passion Team member.

The volunteers came from varied clinical specialties, including medical-surgical, emergency department, critical care and intensive care nursing and disciplines. Team members represent a mix of genders and generations, from Martin, who graduated from nursing school in 2013, to respiratory therapist Bob Allman Jr., who has been at LVHN for 25 years and recalls a similar response to a public health threat.

“We treated the a patient with SARS (severe acute respiratory syndrome) at LVH–Muhlenberg in 2003 and responded in much the same way,” says Allman, recipient of the 2015 Medical Staff Award for Excellence in the Delivery of Care at the recent Friends of Nursing celebration.

### **Getting prepared**

To ensure we are prepared to handle Ebola or any similar disease, Passion Team members took part in three training sessions, two drills and a walkthrough observed by officials from the Centers for Disease Control and Prevention (CDC). The sessions and drills were conducted in multidisciplinary teams; for example, Martin, a neonatal intensive care unit nurse, worked on a team with an obstetrician and a midwife for training in the event an expectant mother with Ebola needs care. Supervisors from each volunteer’s unit arranged schedules to make sure their colleagues could participate.

As part of the training, LVHN designated 2 South at LVH–Muhlenberg as the new Safe Harbor Unit, an isolation unit where a patient with Ebola would receive treatment. “We developed a process flow for our response – getting the patient into the Safe Harbor Unit and following a treatment protocol,” Moyer says.

They also practiced proper donning and doffing of the personal protective equipment (PPE) that clinicians must wear when performing a patient assessment or evaluation on someone with suspected Ebola. The PPE includes shoe and leg covers, a fluid-resistant gown, two pairs of gloves, a respirator, a hood and a face shield. In addition, clinicians providing care to a suspected Ebola patient must wear fluid-resistant coveralls, powdered air purifying respirators, head covers, double gloves and rubber boots. PPE can be used only once, and a clinician must be decontaminated prior to using it.

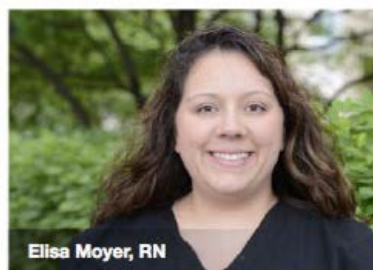
“We needed to be comfortable in the suits for four hours,” Martin says. “The suits look a little intimidating at first, but the air filtration system in them made it pretty easy.”

### **Achieving CDC designation**

Thanks to the work of the Passion Team, the Safe Harbor Unit at LVH–Muhlenberg is now one of just four Ebola Treatment Centers designated by the CDC. And while the media attention surrounding Ebola has calmed in recent months, LVHN is prepared to react in the event the disease returns to our nation and our region.

“We’re as ready as anybody,” Martin says. “If a plane with an Ebola patient landed in the U.S., I’d want LVHN to be

considered for treatment.”



Tags: [CDC](#) [Ebola Treatment Center](#) [LVH-Muhlenberg](#) [Magnet Attractions](#)

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7 AUG, 2015





Celebrate the Things You Know; Read the Summer 2015 Issue of Magnet Attractions

## HIPAA Tip #7: Don't Access Medical Information Unnecessarily

BY RICK MARTUSCELLI · AUGUST 12, 2015

*HIPAA, or the Health Insurance Portability and Accountability Act, is a federal law that protects the confidentiality and security of health care information. As health care professionals, it's our responsibility to follow HIPAA guidelines to ensure our patients' medical information is protected. To help you, a new HIPAA Tip is posted on LVHN Daily each month.*

Many colleagues have the ability to access the medical information of any patient who has been treated at our health network. HIPAA policy says all access to a patient's information is on a need-to-know basis and should be for a clinical or business reason at the time of the access.

As a result, you should never access the medical information of colleagues, family members or



friends to see how they are doing. "Accessing patient information for personal or non-business reasons will result in termination for a first-time offense," says LVHN privacy officer Melissa Blihar.

Even accessing an acquaintance's medical record to find out which hospital room he or she is in is a HIPAA violation. To find a colleague, family member or friend who is hospitalized, call 610-402-8000.

**To discuss a privacy concern or report a privacy issue**, contact LVHN privacy officer Melissa Blihar at [melissa.blihar@lvhn.org](mailto:melissa.blihar@lvhn.org) or 484-884-1410.

**To discuss a compliance concern or report a compliance issue**, call compliance services at 610-402-9100.

**To file a report anonymously**, call 1-877-895-2905 or visit [LVHN.ethicspoint.com](http://LVHN.ethicspoint.com).

[Read previous HIPAA Tips.](#)

To be eligible to win a prize, [email Melissa Blihar](#) your answer to the following question. A winner will be selected randomly.

*My colleague was in the emergency room last week, and I wanted to send him a Get Well card. I used my computer to obtain my colleague's home address. Was this an appropriate access?*

### **Prior HIPAA Tips Questions and Answers**

**HIPAA Tip #6** – Which of the following should be placed in the locked blue recycling containers? (Select all that apply.)

1. Operative report
2. Insurance information
3. Supply order receipt
4. Patient demographics/facesheet
5. LVHN policy or procedure document

Answer: All of these documents must be placed in a blue recycling container; not just PHI.

**HIPAA Tip #5** – If you see someone accessing your computer using your user name and password, who should you call?

1. Human resources
2. The Office for Civil Rights
3. Your supervisor
4. No one

Answer: Your supervisor

**HIPAA Tip #4** - *Is it OK to provide your user name as password to your supervisor, if requested?*

Answer: No. You should not provide your password to anyone, even if requested.

**HIPAA Tip #3** – What are three different ways a colleague can view his or her personal health information?

Answer: You can view your personal health information via your computer, by making an appointment with medical records or by using MyLVHN, our new patient portal.

A question was not asked in [HIPAA Tip #1](#) and [HIPAA Tip #2](#).

Tags: [Compliance](#) [Health Insurance Portability and Accountability Act](#) [HIPAA](#) [HIPAA Tips](#) [Privacy](#)

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HIPAA Tip #6: Dispose Confidential Documents Properly

30 JUN, 2015



HIPAA Tip #5: Lock or Log Off Your Computer

27 MAY, 2015



HIPAA Tip #4: Protect Your Password

5 MAY, 2015