

LVHN WEEKLY

HAZLETON

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

Week of 9/3-9/7

### **Terry's Take: Our Goals, Your Goals**

COO shares thoughts from the outpatient experience retreat.

### **Blood Drive Sept. 13 at LVH-Hazleton**

Please donate and save a life.

### **Attend the Colleague College Fair, Sept 28**

Representatives from several colleges will be present.

### **Physician Billing and PSR Meeting Change**

The Sept. 20 meeting is cancelled.

### **Nursing Students Help Young Flood Victims**

They delivered school supplies to families in need.

Leadership  
Rounds Through  
Sept. 14

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LVH-Hazleton  
Renovations  
Update

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## **LVHN news**

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Understanding Esophageal  
Cancer

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At-Home Pediatric Hospice

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Stock Your First-Aid Kit

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

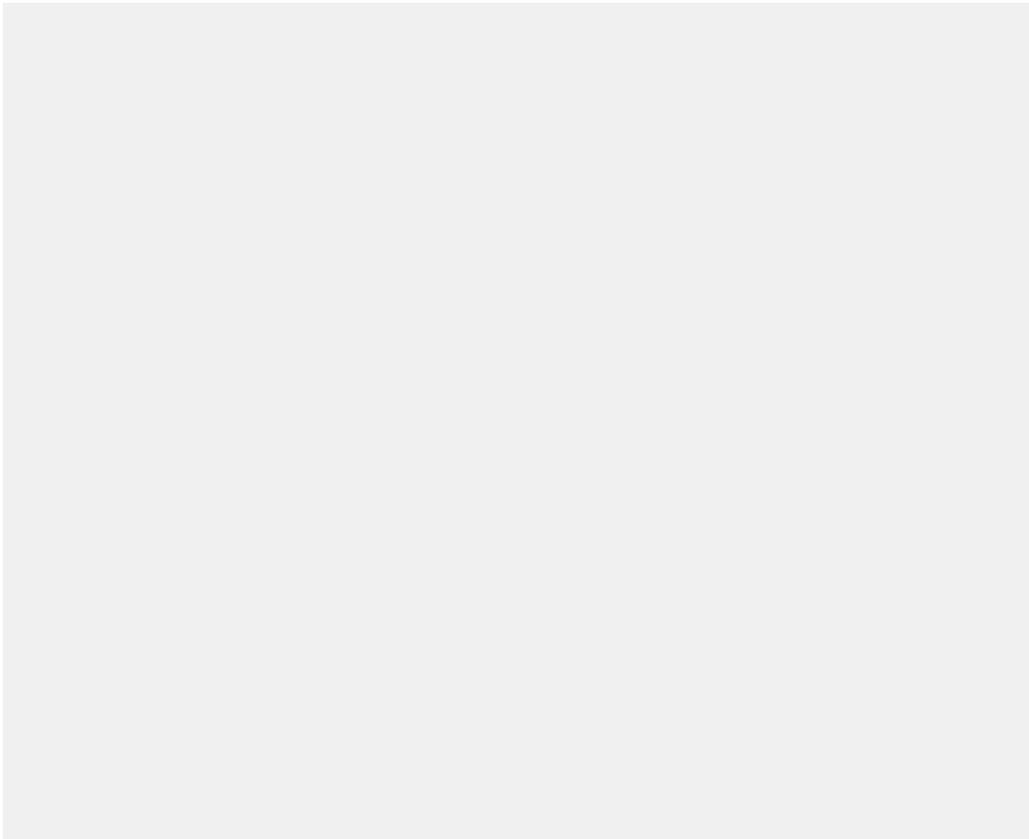
# Terry's Take: Our Goals, Your Goals

BY [TERRY CAPUANO](#) · SEPTEMBER 4, 2018



At the start of each fiscal year, I look forward to the discussion and debate that occurs as I work with leadership colleagues to set our LVHN goals. To me, this process is inspiring and motivating. Setting goals puts the power of change and improvement into motion but can only succeed when 18,000 colleagues move them forward.

I recently attended a terrific colleague retreat concerning outpatient experience hosted by colleagues who have worked together for three years to improve the patient experience in 77 outpatient diagnostic test and treatment locations. What I saw at this retreat was extraordinary and exemplified the power of a team that is actively working on ways to create great patient (and visitor) experiences every time.





*Heart Station colleagues including (l-r) Cardiac Ultrasound Technologists Lori Zimmerman and Kelsey Sarrge, as well as Noninvasive Cardiology Manager Patricia Zocco participated in the outpatient experience retreat.*

I want to share some of what I observed from the outpatient retreat that I believe is driving the results this team has consistently delivered to meet and exceed our network outpatient experience goal. I would like you and your colleagues to think about ways you can apply one or more of the strategies that our outpatient experience team uses to help as you plan ways to accomplish goals in your area.

## Align local goals with network goal(s)

[Our network goals for FY19 were just announced.](#) They are our roadmap to better health, better care, better cost and a better colleague experience. As you, your manager and your team review the goals, you can begin outlining the “local” goals you and your colleagues can address that support one or more of the network goals.

- **Suggestion:** Think about the “why” that is behind the goal(s) you and your colleagues support – you will find patient care, patient health, patient safety, patient and colleague satisfaction, cost-savings and more are at the heart of each goal. Knowing the “why” helps you find fulfillment in achieving them.

## Deep dive to improve

While overall performance is an important view, managers in the outpatient areas looked more closely at where they were succeeding – or faltering – at the “local” level. Patient feedback was shared at huddles, posted on visibility walls and discussed in meetings. Comments from patients, as well as suggestions from colleagues, helped outpatient areas identify and tackle issues that previously affected patient experience. Simple changes like smiling, greeting the person when they are within five feet of the reception window and knowing who to connect with if a patient’s concern cannot be handled at the desk, all helped improve satisfaction.

- **Suggestion:** Do you and your team have access to direct feedback from patients? If so, embrace it and use it to improve service and the patient experience.

## Create an action plan

Our network goals were just released, so now it’s time to put together a plan that reflects the areas where you can make an impact. Each colleague has a role that contributes to our success. Every. Single. Person. When 18,000 of us focus on those goals, they are achievable.

- **Suggestion:** Work with your team members to brainstorm ideas and develop an action plan. Colleagues at the outpatient retreat developed lists of ideas focused on key drivers of positive patient experiences, like resolving patient concerns and complaints in real time, and strategies to improve intra- and interdepartmental communication related to patient care and hand-off.

## Measure progress

Not only was I happy to see the focus this team has on creating action plans, I was excited to see the use of data to measure their progress. Patient satisfaction data came primarily from Press Ganey patient surveys. That feedback was used to graph overall patient satisfaction from one quarter to the next – and right now the team is using data to track patient satisfaction from month-to-month for each location.

- **Suggestion:** At a team meeting, discuss the goals on which you have a direct impact and determine what metrics you have available to you and your team. That data will help drive improvements at a team level.

## Celebrate success

Acknowledging the consistent care and hard work that contributes to success is a must! At the outpatient experience retreat, success stories were shared and celebrated. Colleagues discussed how to implement positive changes. Their encouragement and support for each other was real and you could feel it!

- **Suggestion:** Offer kudos at rounds or huddles; remember to send an eCard from PRIDEpoints (find

PRIDEpoints on the SSO toolbar, it will launch at LVH–Pocono this fall); and regularly acknowledge the good things people do so your colleagues know you notice and care.

I'd like to thank the entire outpatient experience team for including me in their retreat and for their concerted efforts to create a consistently great outpatient experience. It confirmed that their success (our success) is not just serendipity, but the result of careful thought, planning and implementation by people who truly care about the patient and visitor experience.

What are your thoughts about our goals and how you and your colleagues can help achieve them? Jot them below. I'd love to read your comments, recommendations and ideas to help us all succeed together.



*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](#)

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## Give Blood at LVH–Hazleton and LVH–Muhlenberg

BY [JANE DANISH](#) · SEPTEMBER 7, 2018

**There is no substitute for human blood.** For patients with cancer, accident victims, premature babies and others in need, your generosity contributes to saving lives right here in our community. This means your blood can save the lives of family members, friends, neighbors, colleagues and others in the area that may need your help.

Please consider donating at one of these upcoming blood drives.

### **LVH–Hazleton**

Sept. 13, 12-6 p.m. (The time was extended for colleague convenience.)

Business and Education Center, back parking lot

Register by calling Lisa Marie Halecky, Community Relations, at 570-501-4249.

### **LVH–Muhlenberg**

Sept. 26, 7 a.m.-3 p.m. (The time was extended to make it more convenient for night-shift colleagues to donate in the morning following their shift.)

ECC rooms B, C and D

[Reserve your appointment online.](#)

Walk-ins also are welcome at these drives. Donors receive a \$5 meal ticket to use in the hospital cafeteria. A personal identification card is required at time of donation.



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# Attend the Annual Colleague College Fair

BY [EMILY SHIFFER](#) · SEPTEMBER 6, 2018

Are you thinking about going back to school but are not sure where to start? LVHN is helping by hosting the seventh annual Colleague College Fair. Representatives from several colleges will be at the events. They'll provide information on clinical and nonclinical programs.

Here are the details for where and when it is happening at each campus.

## Colleague College Fairs

11 a.m.–6 p.m.

### LVH–Hazleton

Friday, Sept. 28

Third floor training room of the Employment and Technology building

### LVH–Schuylkill

Friday, Oct. 19

Auditorium

### LVH–Cedar Crest

Monday, Nov. 5

Kasych Family Pavilion, ECC rooms 6, 7 and 8

### LVH–Pocono

Wednesday, April 24, 2019

Stroud and Brodhead Rooms

All colleagues who attend will be entered into a raffle drawing to win prizes including a Kindle Fire or a \$50 Amazon gift card. Light refreshments will be available.



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# Location Change for Physician Billing and Patient Services Representative User Group Meeting

BY [RICK MARTUSCELLI](#) · SEPTEMBER 4, 2018

Due to repairs taking place in the LVHN-Mack Boulevard auditorium, the LVPG Electronic Medical Record (EMR) Operations and Process Improvement and Access Strategy Teams will be unable to hold the Physician Billing and Patient Services Representative User Group meeting in September. **The Sept. 20 meeting is canceled.**

The October meeting will be held as previously scheduled on **Oct. 18, 2-4 p.m., in the LVH-Cedar Crest auditorium**. Information and invitations to register for this meeting will be forthcoming in early October.

Previous meetings are available on LVPG's SharePoint site in a PowerPoint format, as well as in TLC in video format.

To access these resources on the Lehigh Valley intranet:

- On the intranet home page, click "LVPG Intranet" under Colleague Resources.
- Click the EMR Operations icon.
- Click "PSR Tools."
- Select "PB PSR User Group Sessions" and the meeting you'd like to view.

To access videos on TLC:

- In the search box, enter the following for whichever month you'd like to view:
  - July – RCEPSRJLC18
  - August – RCEPSRAGC18
- From the select drop-down, choose start to begin the presentation.

Questions about PB/PSR User Group Meetings may be directed to [Lynne\\_A.Reph@lvhn.org](mailto:Lynne_A.Reph@lvhn.org).

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## Nursing Students Help School Kids Hit by Floods

BY [MIKE PECKMAN](#) · SEPTEMBER 5, 2018

Members of LVH-Schuylkill's Joseph F. McCloskey School of Nursing class of 2019 have joined with others to help local flood victims. A group representing the Student Nurse Association of Pennsylvania (SNAP) Chapter collected and delivered school supplies to the Port Carbon Borough Hall for families that need items for the start of school.



*Treasurer of Port Carbon Borough Hall Peg Lubinsky (center) thanks SNAP Chapter members (l-r) Sarah Palerino, Vice President, Alexis Huntzinger, Secretary, Mikayla Dietrich, Treasurer, and Gabrielle Lorady, President, for their generosity.*

“It is really nice to see our future nurses take time to come and help the families in need,” says Treasurer of Port Carbon Borough Hall Peg Lubinsky. “It is great to see future nurses with their big hearts coming from the Joseph McCloskey School of Nursing.”

“The students reached out to me and already had a plan in place,” says Marlene Cook, MSN, Adviser for the SNAP students. “It’s very exciting to see how eager they are to help the community, especially with the recent flood we encountered in Schuylkill County.”



LVH–Schuylkill provided food, medical supplies, shower stations and tetanus clinics to residents impacted during recent floods, particularly to residents of Tremont and Port Carbon. An additional tetanus clinic is being planned for this week.