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LVHN Weekly-Pocono

Newsletters

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6-28-2019

## LVHN Weekly-Pocono

Lehigh Valley Health Network

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## [Colleagues Take the Stage - Photos](#)

See pics from the LVH-Pocono variety show.

## [LVH-Pocono President Honored by Community](#)

Elizabeth Wise receives the ATHENA Award for leadership.

## [Hughes Cancer Center Donations](#)

Art supplies, cards and blankets were given to our patients.

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Meet June's  
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## LVHN news

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Travel

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Members

## Pocono Performers Take the Stage – PHOTOS

BY [HOLLY YACYNYCH](#) · JUNE 27, 2019

LVH–Pocono colleagues recently hosted a fun evening of lighthearted laughs and beautifully inspired musical performances by fellow colleagues. From ballerinas and funny skits to songbirds and a pianist, the performances filled the air in the Dale and Frances Hughes Cancer Center.

“People were really impressed with the caliber of all the acts. Thank you all for being brave. You have inspired the entire hospital,” says Seanna Thompson, MD, who also took to the stage.

See photos of the performers below.

### OB Skit\_2



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# LVH-Pocono President Recognized by Community for Contributions

BY [HOLLY YACYNYCH](#) · JUNE 27, 2019

LVH-Pocono President Elizabeth Wise was recently honored with the ATHENA® Award by the Greater Pocono Chamber of Commerce during their Annual Award dinner.

The ATHENA® Award Program, sponsored by Gray Chevrolet, celebrates the potential of all women as valued members and leaders of the community and recognizes those who support them. The ATHENA Award honors an individual who strives toward the highest levels of professional accomplishment...women and men who excel in their chosen field, have devoted time and energy to their community in a meaningful way, and who also open paths so that others may follow.



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# Dale and Frances Hughes Cancer Center Welcomes Donations

BY [HOLLY YACYNYCH](#) · JUNE 24, 2019

Donations of art supplies, kind notes and cards from school children and blankets were provided to patients of LVH—Pocono's Dale and Frances Hughes Cancer Center.

Each year, Ertle Subaru of Stroudsburg and representatives from the Leukemia and Lymphoma Society deliver blankets and kindness to patients of the Hughes Cancer Center. This year, more than 80 blankets were delivered and distributed.





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# LVHN and CVS Health Announce New Partnership to Help Patients and Customers

BY [BRIAN DOWNS](#) · JUNE 24, 2019

LVHN and CVS Health, the nation's premier health innovation company, today announced a five-year strategic affiliation with the goal of increasing community-level health initiatives, co-branding preventive care programs and the secured sharing of clinical data via electronic health records to benefit our patients and CVS Health customers.

*NOTE: There is no change to the LVHN PPO or HSA Prescription Plans at this time. Under the current prescription plan administered by Populytics, colleagues will continue to receive the best benefit by utilizing a Health Spectrum Pharmacy. There will be no change to how your plan calculates your cost for prescriptions filled at retail through Dec. 31, 2019.*

*However, expect to see enhanced convenience with the colleague prescription plan administered by Populytics for the 2020 plan year. Details will be shared with you during this year's open enrollment.*

This latest agreement, signed May 1, further strengthens an earlier clinical affiliation between LVHN and CVS Health that began in 2015. The new agreement focuses on each organization's commitment to population health management, which uses data to identify patients with potential health challenges and provide them with new levels of proactive care to improve their health and stem the likelihood of developing more serious conditions that can impact both quality of life and care costs. Both LVHN and CVS Health also use the same electronic medical records platform, Epic, which provides opportunities to share key clinical data for improvements in patient treatment and care coordination.

"CVS Health has proven to be a productive partner in multiple programs to improve the health of populations in the communities that we both serve," says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer of LVHN. "We are now taking this strategic alliance to the next level. By combining our competencies and commitment to community health, we are well-positioned to achieve unprecedented degrees of consumer engagement, innovation and value-based care."

CVS Health is pioneering a bold new approach to total health by making quality care more affordable,



accessible, simple and seamless. The company has more than 150 retail locations within the LVHN geographic service area, and unmatched pharmacy care services. Nester said joint cooperation under the new agreement on key programs already had begun even prior to its signing and will continue to expand. These areas include:

- **Breast cancer:** LVHN's Mobile Mammography Coach—a mobile mammography screening center—was available at four CVS locations and conducted screenings. Positioned in the CVS Pharmacy parking lots, the Mammography Coach provides convenient access for clinical diagnosis and education.
- **Opioid crisis:** In Schuylkill and Carbon counties, training was conducted at several CVS Pharmacy locations by LVHN clinicians in the use of Naloxone, the lifesaving emergency medication for opioid overdoses. More than 75 individuals have attended the confidential training sessions thus far and additional community-level training sessions are scheduled for 2019-20.
- **Prescription drug abuse:** For the past two years, LVHN and CVS Health combined to collect and safely dispose of unwanted prescription drugs at CVS store locations as part of the U.S. Drug Enforcement Administration's National Prescription Drug Take Back Day. CVS also has safe medication disposal units in pharmacies across the country. They have collected more than 715,000 pounds of unwanted medication that might have been misused or flushed, polluting local water supplies.
- **Substance Abuse Recovery:** In May 2019, LVHN and CVS Health team up for a dual presence at Rally In The Valley—a community event held at SteelStacks in Bethlehem to support those recovering from alcohol and drug abuse, and to provide the clinical gateways for active substance abusers to seek recovery. LVHN clinicians and CVS Health staffers provided Naloxone training, promoted a co-branded "Stamp Out Stigma" awareness campaign with educational materials, giveaways and pledge cards that were distributed to the 3,000 attendees at the event.

According to Debbie Salas-Lopez, MD, LVHN's Chief Transformation Officer, connecting the dots between the patient, pharmacy, physician and health network resources also will enhance the ability of the health network and CVS Health to close gaps in patient care and reduce unnecessary hospital visits. "Both are major contributors to the rising costs of healthcare, but they do not deliver real value or support our fundamental goals of increasing access to quality care, delivering better health outcomes and lowering overall health costs."

"We are pleased to continue this important work with Lehigh Valley Health Network to enhance access to patient care, improve health outcomes and lower health care costs," said Robert Brooks, senior vice president of Health System Alliances, CVS Health. "Together, we are bringing our expertise and care to local communities throughout the Lehigh Valley region to help tackle major public health challenges and enable continuity across the health care continuum for the patients we collectively serve."



# Enroll in the Lose for Health Challenge

BY [RICK MARTUSCELLI](#) · JUNE 26, 2019

You can feel better while lowering disease risks with the Lose for Health Challenge. The Lose for Health Challenge is available to colleagues across all locations. This individual weight loss challenge encourages and educates participants that losing at least 2.5 percent of their total body weight can help them feel better and improve their health.

As participants advance through the challenge, they will receive tips and motivational messages about practical ways to lose and maintain weight loss. Participants may use the chart on the portal to view their efforts over time. Results will be calculated at the end of the challenge using the participant's final weight.



- **Enroll:** June 17-30
- **Participate in the Challenge:** June 24-Aug. 18
- Participants who complete the challenge will be entered into a raffle for a chance to win a Nutribullet Blender.

## To Get Started:

1. Login to the My Total Health Online Portal at [mth.lvh.com](http://mth.lvh.com).
2. Sign in using your SUI and password or register as a first time user.
3. Click on "Challenges" and click on "Enroll" under the Lose for Health Challenge.

## Connect with a Health and Wellness Coach

A Health and Wellness Coach can be a valuable resource for you throughout this 8 week challenge. Schedule an appointment online at [mth.lvh.com](http://mth.lvh.com) or call 610-969-0487.

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For more information, please see the attached flyer in the “Resources” section of the My Total Health Portal or contact [mytotalhealth@lvhn.org](mailto:mytotalhealth@lvhn.org).

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# LVHN Now Has One Intranet

BY [TINA VO](#) · JUNE 26, 2019

As of last week, all LVHN locations are now using the same LVHN intranet. That means colleagues in the Lehigh Valley, Hazleton, Schuylkill and Pocono regions now see the same intranet and have access to the same consistent information. It's another step in our process to become one fully integrated health network. Previously, each region had its own intranet. The "one intranet" initiative is part of the LVHN Enterprise Alignment Project (LEAP). Now when you open Internet Explorer, you will automatically link to LVHN's one main intranet site.

As part of the move to one intranet, colleagues responsible for the information on each intranet site reviewed existing intranet content, links, pages, forms and policies. It was determined that not all information should be moved to the main intranet because it was out of date or inaccurate. The information that was designated for migration is now accessible at its new locations on the LVHN intranet.



Click below to find the information that was moved from the intranets at:

- [LVH-Hazleton](#)
- [LVH-Pocono](#)
- [LVH-Schuylkill](#)

## What about our policies and procedures?

Policies and procedures are now accessed through PolicyTech®, LVHN's policy management database. Workgroups are continuing their efforts to review policies with the highest potential impact to workflow for the LEAP go-live on Oct. 1. Below you will find instructions on how to access PolicyTech at:

- [LVH-Hazleton](#)
- [LVH-Pocono](#)
- [LVH-Schuylkill](#)

# Congratulations to our DAISY Award Recipients – PHOTOS

BY [KIRSTIN REED](#) · JUNE 26, 2019

Nursing colleagues from LVH–Cedar Crest, LVH–Muhlenberg, LVH–Schuylkill E. Norwegian Street and LVH–Pocono have been nominated for the DAISY Award by colleagues and patients. The DAISY Award recognizes nursing excellence and honors nurses for providing compassionate and patient-centered care. Read about the award recipients:

## **Amanda Strohl, RN, January 2019**

For parents with babies in the NICU, a caring nurse can turn a stressful journey into an amazing one. One mom, whose daughter was born at 24 weeks gestation, sings the praises of Amanda Strohl, RN, a nurse in the NICU at LVH–Cedar Crest.

“During the three-and-a-half months our daughter was in the hospital, the only day I was unable to be with her was during a blizzard. I called in every three hours to check on her and a very patient Amanda answered each time. Amanda went above her duty to call me before leaving her shift to reassure me and was amazing,” she says.

These words from a grateful mother demonstrate Strohl’s dedication to caring for her tiny patients. This patient was born weighing just 1 pound, 6 ounces. Strohl educated and supported mom and dad about safely handling their “very tiny bundle of joy,” says the patient’s mother.

A nurse may interact with patients for a small part of their journey through life, but patients remember a nurse’s compassion long after they leave the hospital.

“While we will be eternally grateful to the staff at Lehigh Valley Hospital–Cedar Crest, there will always be a special place in our hearts for Amanda and the amazing care she has shown not only our daughter, but our entire family,” she says.



*Amanda Strohl, RN, works in the NICU at LVH–Cedar Crest and is the DAISY Award recipient for January 2019.*



### **Gabriel Natalini, RN, February 2019**

Fear, worry and panic are emotions that often come with a stay in the hospital, especially after open-heart surgery. Nurses on the open-heart unit provide excellent clinical care, but also provide a comforting touch as patients recover from surgery.

Gabriel Natalini, RN, a nurse on the open-heart unit at LVH–Cedar Crest, exceeded expectations and calmed the fears of his patient, who wasn't able to breath on his own and had a breathing tube placed after surgery. The impact of Natalini's efforts will not be forgotten by this grateful patient.

"I never expected a nurse to hold my hand and become such a source of reassurance and comfort when I was at my most vulnerable. Gabe constantly tried to comfort me. He gave me hope," says a patient on the open-heart unit.

"I cannot place a value on what he did for me that day and I will never forget the care he provided. I will never forget how I felt like he was not going to let me die or let me be afraid of what was happening. I won't forget the confidence he gave my wife and family that day. I won't forget that he took the time to come and visit me even after I left his unit and went to another floor. Gabe took a day that could have become a very traumatic experience for me and turned it into an uplifting experience, which I have learned from and will draw strength from for the rest of my life," says Natalini's patient.

### **Tina Azandegbe, RN, March 2019**

During winter storms, children look forward to school cancellations. LVHN nurses brace for bad weather, knowing that patients in the hospital need care no matter what may be coating the ground outside.

Tina Azandegbe, RN, a nurse at LVH–Muhlenberg's Regional Heart Center,



*Gabriel Natalini, RN, works at LVH–Cedar Crest on the open-heart unit and is the DAISY Award Recipient for February 2019.*



*Tina Azandegbe, RN, works at LVH–Muhlenberg in the regional heart center and is the DAISY Award recipient for March 2019.*

demonstrated leadership in a time when her colleagues and patients really need help.

“Due to an impending snow storm, we had to run with fewer nurses taking on the maximum amount of patients allowed on a low-level unit,” says Rachel Eisenhardt, RN, a colleague at LVH-Muhlenberg. “Tina worked side-by-side with me, helping to provide not only patient care but also assisting with phlebotomy and vital signs. Even though she had a million things going on, she always put on a brave face, confident that we could complete the tasks at hand,” says Eisenhardt.

Azandegbe helped with one patient who had a difficult night. “Tina built a rapport with the patient, and even got her to laugh and smile during a serious situation. She was able to make my patient feel safe and comforted. It’s moments like this in my career that I will never forget, where the patient as a human being is given the opportunity to be the primary focus, secondary to the disease/illness,” she says.

Azandegbe started at LVHN as a technical partner before becoming a registered nurse. As a nurse on her unit, she demonstrated leadership qualities during a stressful time. When things get tough, we are lucky to be surrounded by partners who go above and beyond for patients and for each other.

“I am so proud to work beside Tina, and I am honored to call her my colleague. It’s not only about what a leader does that makes her a leader, but also how she makes others feel. I speak for everyone that night when I say that Tina was a wonderful asset to our nursing team and made me feel like we could accomplish whatever what was thrown at us,” says Eisenhardt.

### **Tamara Miller, RN, March 2019**

It seems like second nature for nurses to go above and beyond for patients. It’s



what they do. When a nurse goes above and beyond for her team, colleagues take notice.

Think back to your first day on the job. Were you nervous? Excited? Regardless, you were probably leaning on your new colleagues to help you navigate things. A mentor who takes the time to introduce you to the team and helps you understand how things work can make all the difference when you're new to a role. Tamara Miller, RN, a nurse on 2B at LVH–Pocono, serves as this guiding figure for new colleagues on her unit.



*Tamara Miller, RN, works at LVH–Pocono on 2B and is the DAISY Award recipient for March 2019.*

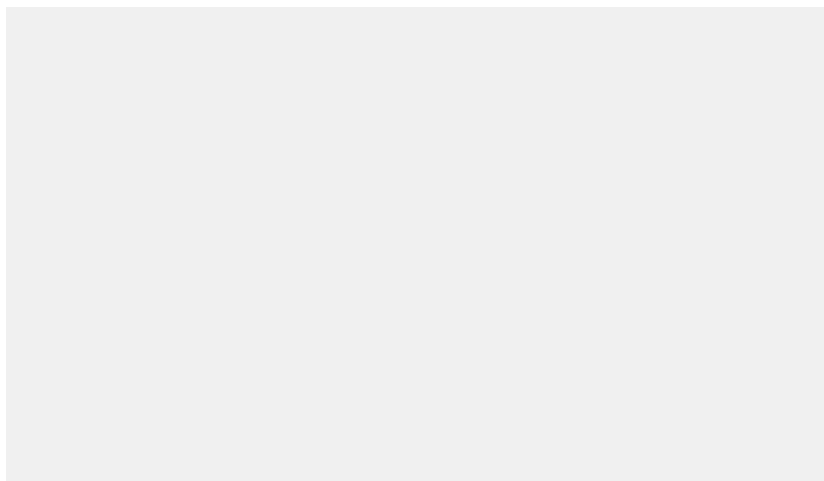
“She is professional and very personable. She’s a preceptor, a charge nurse, and a mentor for both new and for experienced nurses,” Fenner says. “She is a day-shift nurse who picks up many extra shifts, include night shifts.”

Colleagues describe Miller as highly engaged and celebrate that she volunteers and helps her local community. “She is simply fantastic. She is an excellent caregiver and an advocate for our patients,” says Fenner.

Patients often remark that they feel lucky to be cared for by their nurses. It’s a special thing when colleagues say the same about each other. Nurses on 2B simply say, “We are very lucky to have Tamara.”

### **Amy Cann, RN, April 2019**

Nurses are perhaps the closest thing we have to real superheroes, only they wear blue scrubs instead of capes. Lucky for us, LVHN nursing units are full of superheroes. For each patient, nurses engage in evidence-based practices, utilize the latest in clinical technology and deliver compassionate



care.

Given the chance to share feedback, a patient of one such superhero at LVH–Pocono says, “In my opinion, Amy Cann, RN, has performed beyond the call of duty in all areas of her nursing skills. You could not ask for a better nurse.”

When a patient on 4B at LVH–Pocono had the opportunity to nominate Cann for a DAISY Award, she outlined all of the ways she made a difference in her stay. “I am thankful that I had this beautiful person to take care of me. She explained things so I could understand. She was an instant friend, a helping hand, understanding and listening with compassion. She is what nursing is all about,” she says.

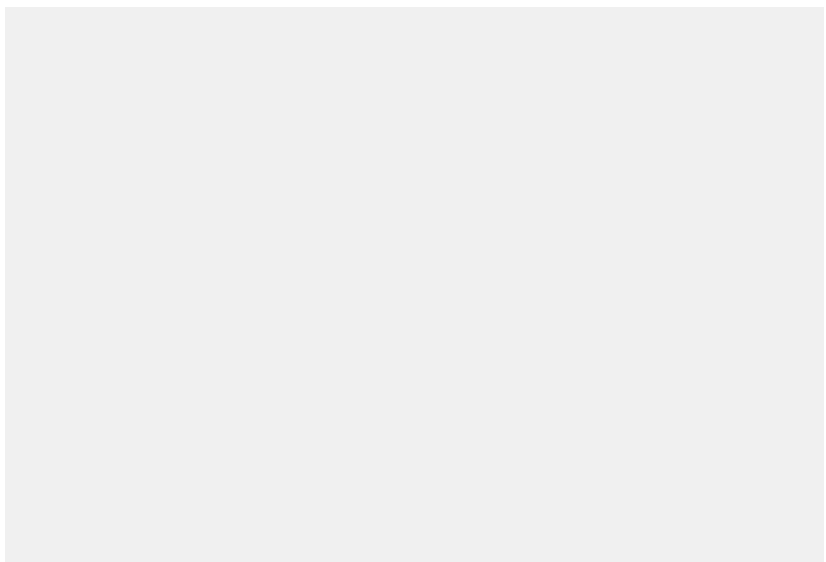
At LVHN, we’re all about PRIDE behaviors. “Amy went far and above her call of duty, even staying later than her shift to ensure I had an earlier discharge. She exemplifies nursing care and PRIDE behaviors. Amy is an extraordinary nurse and well deserving of this award. I am truly grateful to have had her as my nurse,” says Cann’s patient.

### **Louise Scavone, RN, May 2019**

It may be difficult to find a busier environment than a hospital emergency department (ED). Among the chaos, excellent nurses shine. For patients and family members dealing with a medical emergency, fear and pain can overcome them. Nurses like Louise Scavone, RN, do their best to make these feelings go away.



*Amy Cann, RN, works at LVH–Pocono on 4B and is the DAISY Award recipient for April 2019.*



When a patient came into the busy ED at LVH–Pocono after falling off a roof, his wife took comfort knowing they had the full attention of a nurse at his bedside. “Louise’s demeanor and actions made this horrific time an experience that was calming and assuring when it was greatly needed,” she says.



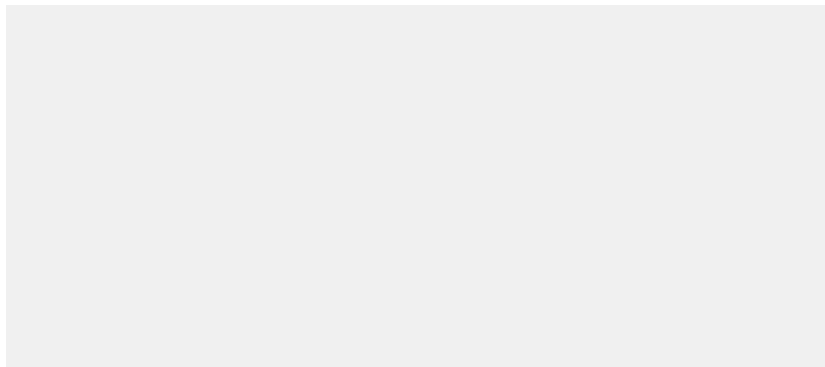
*Louise Scavone, RN, works at LVH–Pocono in the emergency department and is the DAISY Award recipient for May 2019.*

Comforting patients in a time of crisis comes naturally for Scavone, who makes her patients and their families feel at ease in the most difficult situations. Tiffany Velez and Tiffany Fritz, crisis intervention colleagues, say that even when she’s not assigned to the crisis section in the ED, Scavone is quick to advocate for patients who land there. “Recently we had a crisis patient come into the ED,” say Velez and Fritz.

“Louise was not assigned to this section but came over to help take care of the patient as she often does. During her assessment, Louise voiced some concerns that there was a medical concern and the patient was not suitable for the crisis room. She oversaw moving the patient to an appropriate room and beginning her medical care. This is not an isolated event for her as she is always helping whatever nurse or patient that she can. It is her manner, wisdom and overall nature that make her such an asset to the department and LVHN as a whole,” they say.

### **Patricia Moore, RN, June 2019**

A small act of kindness can make a world of difference. Patricia Moore, RN, works on the behavioral health unit at LVH–Pocono, and is known by patients and colleagues alike to go above and beyond to improve a patient’s stay in



the hospital.

“Patty loves giving hugs and motivating patients who need it the most. Patty will sit and converse with the patients for as long as the patient needs. She will go out of her way to find an answer when she is unsure of it,” says Ana Fuertes, a Mental Health Technician at LVH–Pocono.

In the spirit of partnership, Moore gets to know her patients’ preferences so she can provide the best possible care. The impact of her kindness will not be forgotten by one grateful patient. “She was amazing, always gave me a smile, gave me tea because she knew it calmed me down, and was always there with a kind word,” says the patient.

Her kindness and attentiveness extends to her interactions with her team. “Not only is Patty exceptional to our patients, but to her colleagues as well. Patty is a real team player. She makes sure that everyone is okay and helps out when needed. Patty cares about each and everyone’s job and position and will always check up on you,” says Fuertes.

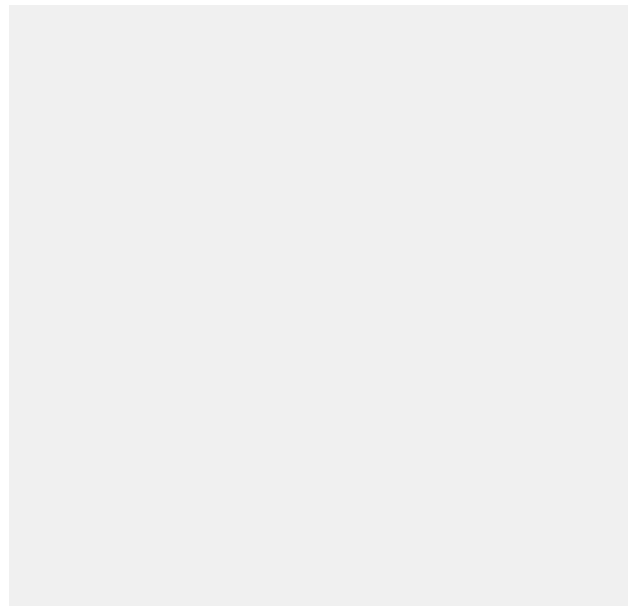
### **Christine Newton-Maccarone, RN, December 2018**

An anonymous donation and an anonymous letter resulted in a DAISY Award for Christine Newton-Maccarone, RN, a nurse in the Family Birth and Newborn Center at LVH–Schuylkill E. Norwegian Street.

Newton-Maccarone provided for a family in need during the holiday season, and did so without accepting credit for her good deed. She was caring for a 15-year-old patient who had recently delivered a baby – unexpectedly. The patient and her family didn’t



*Patricia Moore, RN, works at LVH–Pocono on the behavioral health unit and is the DAISY Award recipient for June 2019.*





know she was pregnant, and therefore had not engaged in the appropriate pre-natal care and preparation. The patient's family struggled to help provide her with supplies to care for her baby, so Newton-Maccarone stepped in to help.



*Christine Newton-Maccarone, RN, works in the Family Birth and Newborn Center at LVH—Schuylkill E. Norwegian Street and is the DAISY Award recipient for December 2018.*

“Christine went to Walmart on Christmas Eve and with her own money, purchased a car seat, clothing and other supplies. She donated them to her patient's family saying the supplies were from an anonymous donor,” says the individual who anonymously nominated Newton-Maccarone for the DAISY Award.

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# Watch Leader to Leader June 2019 – VIDEO

BY [RICK MARTUSCELLI](#) · JUNE 27, 2019

Click on the topic below to watch videos of the presentation from June's Leader to Leader meeting.

[Service Star/PRIDE Awards](#)

[Critical Incident Stress Management Program](#)

[Getting Serious About Patient Satisfaction](#)

[HCAHPS](#)

[The Amazing Race](#)

[LEAP Update](#)

[The New LVHN.org](#)

[LVPG Patient Experience](#)

[Specialty Pharmacy Division](#)



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# Network-Wide Emergency Code Update

BY [ADMIN](#) · JUNE 27, 2019

As we continue to fully integrate our health network, we've taken steps to standardized emergency codes across all campuses. This week, all colleagues were assigned a new emergency preparedness education course in TLC. We ask that you carefully review this course, as there are important changes to the color-coded system we use at LVHN to announce emergencies. These new codes will be implemented on July 1, 2019.

## What will happen next

- New badge-backers will be distributed to campus, department and unit leadership for deployment to colleagues on July 1.
- Network and campus-specific policies will be changed effective July 1 to reflect the new codes.
- Units with bedside patient emergency guides will receive updated inserts to coincide with the code changes.
- Separate communications will be sent to colleagues with alphanumeric pagers who are impacted by these changes.

Effective July 1, 2019, the following codes will be adopted across the entire network:

# Emergency Codes

NAME OF CODE	DEFINITION
Red	Fire Alarm
Blue	Cardio Pulmonary Arrest
Peds Blue	Peds Cardiac Arrest
Green	Medical Gas Emergency
Pink	Missing/Abducted Child
White	Bomb Threat
Crimson	Massive Blood Loss
Gray	Missing Adult
Yellow	Facility Lockdown
Control Team	Behavioral Dysfunction
Code 45	Hazardous Situation/ Active Shooter

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# LVHN Colleagues Drum, Steer and Paddle for Cancer Support – PHOTOS

BY [KIRSTIN REED](#) · JUNE 27, 2019

A spectacle for the audience and participants alike, dragon boat racing is a tradition dating back 2,000 years. A drummer sits at the front, facing backward, and pounds a cadence to move the dragon boat along. Twenty forward-facing paddlers sit in pairs, paddling to the beat of the drummer and a cox, short for coxswain, stands at the rear to steer the boat.

On Saturday, June 15, a team of colleagues competed in the second annual Dragon Boat Festival, hosted by the Cancer Support Community of the Greater Lehigh Valley.

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The LVHN team, led by captain Andrea Smith, worked together to propel their brightly colored boat forward from a standing start. They paddled 200 meters to the beat of a drum, racing to cross the finish line. The team finished in seventh place out of 14 teams, and Smith considered that a great showing for their first time participating in the race.

“The highlight of the race was our second heat when it really all came together,” says Smith, a senior genetic counselor with Lehigh Valley Cancer Institute. “We worked well as a team, we all paddled in sync and we had our best time of the day. Everyone was really excited about what we had accomplished together.”

The event was a fundraiser for the [Cancer Support Community of the Greater Lehigh Valley](#), a non-profit organization whose mission is to ensure that all people impacted by cancer are empowered by knowledge, strengthened by action and sustained by community. They offer free support programs to help anyone affected by cancer to connect with others, engage in healthy lifestyle activities and restore hope for a better quality of life.

The Dragon Boat Festival provided an opportunity for colleagues, friends and family to unite for charity, fun and fitness. Smith hopes to participate again next year.

The team was made up of colleagues from all across the Cancer Institute. “We didn’t all know each other before that day, but in that moment we were really able to come together as a team,” Smith says. “We hope to be able to have a team again next year and that even more people will come out and join us.”

# “George Washington and Medicine” Comes to LVH–Cedar Crest

BY [KIRSTIN REED](#) · JUNE 28, 2019

A piece of history is traveling through Allentown from July 1 to Aug 9. Take a trip back in time and explore medicine in the revolutionary period as part of a [National Library of Medicine exhibit](#) on display at the Body Family Medical Library at LVH–Cedar Crest.

Join LVHN Library Services while they host “Every Necessary Care and Attention”: George Washington and Medicine.”

Learn about:

- Medicine on the battlefield and plantation
- Personal and family health in revolutionary times
- George Washington’s death



This exhibition, developed and produced by the National Library of Medicine, National Institutes of Health and George Washington’s Mount Vernon Estate, Museum & Gardens, explores the story of George Washington’s own health and examines the ways he sought to promote the health and wellness of those around him.

According to the National Library of Medicine, Washington’s story highlights the broader context of the experience of illness and the practice of medicine, which during his time was transitioning from a traditional healer craft to a profession.

For a list of speakers and public viewing times, [read this flyer](#).

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