

Shift Differential to Increase

Colleagues who work evenings and nights will earn more.

Attend a Colleague Forum Sept. 28

Dr. Nester will discuss the results of our goals and look ahead.

En Route to Optimization

Help discover ways to enhance the Epic experience.

Leadership Round During Go Live

See photos of leaders visiting hospital units.

Meet August's Service Star

Eva Fox, RN, provides respectful end-of-life care.

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



Shift Differential to Increase for Colleagues Who Work Evening and Night Hours

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

LVHN president and chief executive officer Brian Nester, DO, MBA, FACOEP, is happy to announce a change to the LVHN shift differential policy (excluding Health Network Laboratories and LVH–Hazleton). The change will provide extra compensation for hourly colleagues who work evening and night hours. Shift differential incentivizes colleagues to work these hard-to-staff shifts, in turn reducing turnover and the need to fill open positions.

Extra funds needed to increase shift differential were included in LVHN's fiscal year 2016 budget. "Our patients and their families expect and deserve the best possible care every minute of the day," Nester says. "We're pleased to offer this incentive to colleagues who help ensure we provide quality care around the clock."

"We're thankful for the hundreds of skilled and caring clinicians who work our evening and night shifts," says Anne Panik, RN, senior vice president, patient care services. "These colleagues make many personal sacrifices to care for our community during these challenging shifts, and we're pleased to recognize and reward their excellent work with an increase in shift differential."

Effective Sept. 27, 2015, the shift differential will change from a fixed \$.75 per hour to the following:

- Colleagues who work evening hours (3-11 p.m.) will receive an 8 percent shift differential. That means a colleague earning \$20 per hour would earn an additional \$1.60 per hour during evening hours.

- Colleagues who work night hours (11 p.m.-7 a.m.) will receive a 10 percent shift differential. That means a colleague earning \$20 per hour would earn an additional \$2 per hour during night hours.

A colleague who works a 12-hour shift from 7 p.m. to 7 a.m. will be paid four hours under the evening differential and eight hours under the night differential. All colleagues must work at least four evening and/or night hours in their shift to be eligible for shift differential. This change also affects LVPG colleagues, who are now eligible for shift differential for the first time.

Colleagues who earn shift differential beginning Sept. 27 will first see the increase in their Oct. 16 pay.

Tags: [compensation](#) [shift differential](#)

Attend a Colleague Forum Sept. 28

BY [ADMIN](#) · AUGUST 21, 2015

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

As we begin a new fiscal year, it's time for another Colleague Forum. It's an opportunity for us to look back at what we accomplished and discuss the things we hope to achieve in the months ahead. Like we've been doing, we will hold one forum. All colleagues are invited. If you cannot attend, you will be able to watch it at your convenience online. Here are the details.

Colleague Forum

Monday, Sept. 28, 2-3 p.m.

Live location:

LVH-Cedar Crest auditorium

Simulcast locations:

LVH-17th Street auditorium



LVH-Muhlenberg ECC rooms B, C and D

LVHN-Mack Boulevard auditorium

LVHN-One City Center 7E2, 8E2 and 9E2, room H

Select LVPG practice locations with videoconferencing capabilities

Just show up. No RSVP is required. [Print the flyer](#), post it in your department and encourage colleagues to attend.

During the Colleague Forum I will:

- Share the results of our fiscal year 2015 goals
- Introduce our goals for fiscal year 2106 and provide an early status report
- Provide tips about how you can help us achieve our goals
- Answer your questions

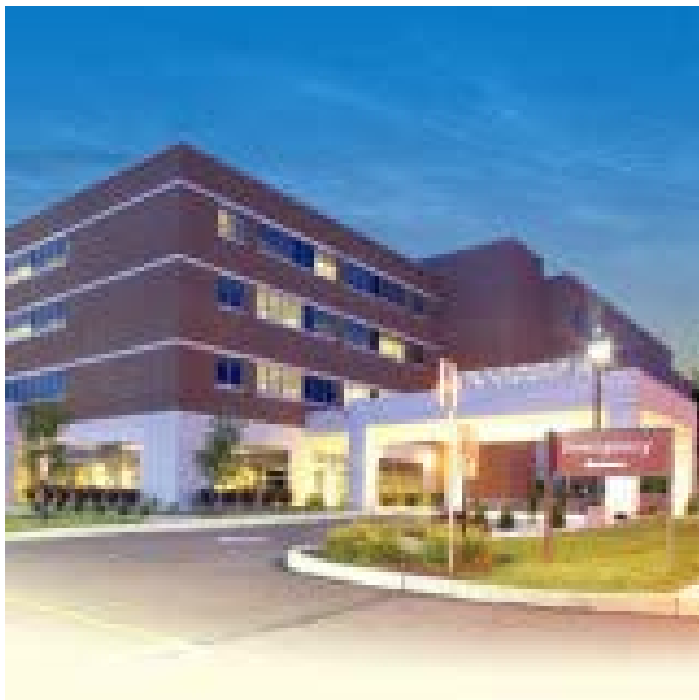
Beginning Oct. 1, you can watch a video of the forum any time on LVHN Daily. If you can't watch a video on your computer, a recap of the forum's content will be provided in text. You'll be able to ask a question on LVHN Daily too. Your question will be sent to the colleague who can best answer it and a response will be posted ASAP.

In the fall, I will host more Casual Conversations throughout the health network. These events give you another opportunity to talk with me, ask questions and stay engaged with our health network. Dates and locations of all Casual Conversations sessions will be announced on LVHN Daily.

I look forward to seeing you at the Colleague Forum.

Tags: [Brian Nester](#) [Colleague Forum](#) [Dr. Nester](#) [Forum](#)

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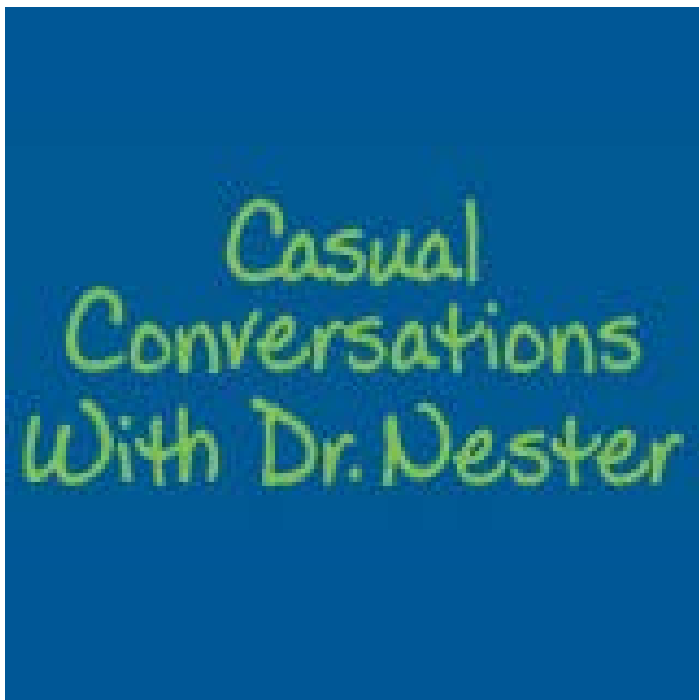
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13 MAY, 2015

En Route to Optimization

BY JENN FISHER · AUGUST 20, 2015

LVHN's Epic journey doesn't end at Go-Live. Now that the integrated Epic electronic medical record (EMR) system is "live" at our hospital locations in Lehigh and Northampton counties, we have entered a period called **stabilization**.

Our experience with Wave 1 ambulatory settings showed us that the stabilization phase provides time for end-users to hone their skills and become more proficient with Epic. As ambulatory colleagues increased their Epic skills they found ways the system could be improved, or optimized. It's through that same day-to-day experience that Wave 2 colleagues will increase their proficiency and also discover ways to optimize their Epic experience.

Optimization? Or, an Issue that must be fixed?

When an Epic issue is called in to the LVHN I/S support center at 610-402-8303, the top three issue "buckets" are:

- Patient safety
- Regulatory



- Financial

Issues that fall into one of those three categories will be addressed by the LVHN/Epic team right away. Tickets for issues outside of those priorities – including break-fixes, maintenance and business as usual (BAU) updates – may be categorized as “optimization requests” and will have to wait until the system is stabilized.

How do you suggest optimization ideas?

Your optimization ideas – also known as system improvements – should be called in to I/S Support at 610-402-8303. Every case is tracked to the person placing the call, their department and immediate manager. We will send an email denoting when a case is being considered as Optimization.

Any issues or requests for optimization are evaluated by project leadership. Where necessary, we will escalate to operations and clinical leadership to prioritize requests based on their impact, benefits to LVHN and our patients; and resource requirements.

Tags: Epic

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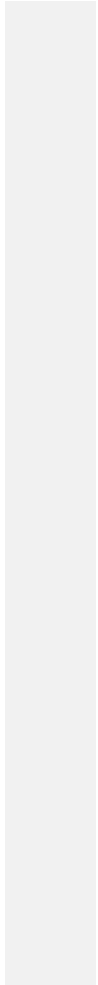
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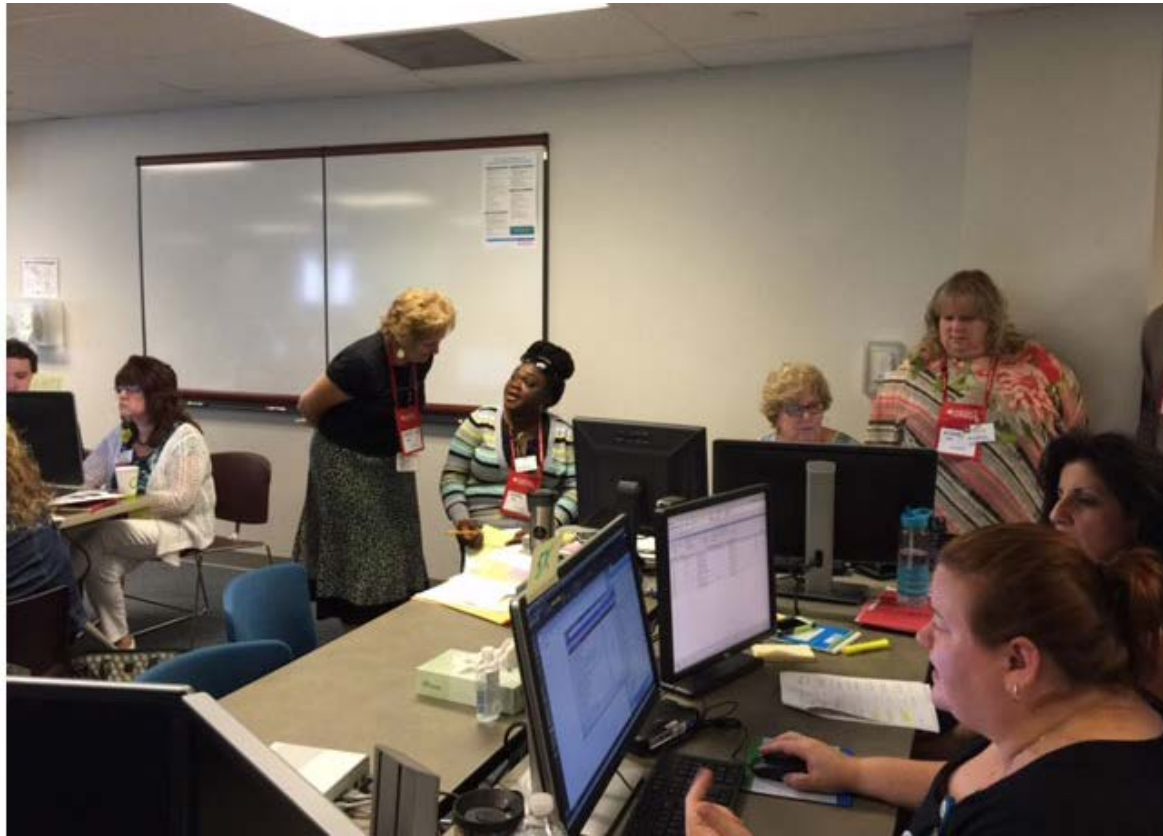
Leadership Rounding During Wave 2 Go-Live – PHOTOS

BY [JENN FISHER](#) · AUGUST 21, 2015

When a project as massive as bringing the Epic electronic medical record (EMR) system to our hospitals happens, it requires support from every level of LVHN. During our most recent Go-Live at hospital sites in Lehigh and Northampton counties, all levels of leadership spent time rounding on the units. Not only did they want to understand the impact Epic might have on patient care, they also wanted to ensure they knew the impact Epic (and its workflow changes) might have on LVHN colleagues. Through their unit-by-unit travels, they were able to learn how you were managing with this “one patient=one record” transformation of our EMR system.

View photos from leadership during Wave 2 Go-Live:

03.jpg



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Tags: [Epic](#)

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Service Star of the Month – August 2015

BY [SHEILA CABALLERO](#) · AUGUST 20, 2015



Eva Fox, RN, ICU, LVH–Muhlenberg

Eva Fox, RN, was working night shift at LVH–Muhlenberg when a female patient was admitted into the ICU disheveled and barely conscious. The woman, who lived alone and was unable to care for herself, had lice in her hair and wounds to her lower extremities that were infested with maggots. Her prognosis was poor. A call was made to advise the family of her medical state, and consent was given to withdraw care and make her comfortable.

Fox began caring for the woman with a focus on “end-of-life” comfort measures. She then went above and beyond for this patient to ensure she wouldn’t pass away in such a deplorable state. While the patient had already been given personal care, Fox took additional steps to obtain permission for additional supplies to treat both the infestations in the patient’s hair and wounds. After gowning up from head to toe, she gathered help and proceeded to bathe the woman in the most caring and respectful manner. After washing the patient, she even styled the woman’s hair.

PRIDE behaviors were on full display that night in the ICU. Fox delivered care by demonstrating the utmost respect for the patient, making sure she wouldn’t die alone, and that she died with dignity.

“Eva’s acts show that despite a cessation in medical intervention, care never ceases,” says night shift colleague and nominator LaToya Nesbitt, RN. “It is for this act – and many others too numerous to convey – that Eva Fox should be awarded a Service Star.”

Next Steps

[Nominate a Service Star.](#)

Congratulate these nominees:

- **Cynthia Domenech, vascular lab, LVH–Muhlenberg**

Domenech provides evening coverage for the hospital’s vascular lab and ultrasound departments. Covering two imaging modalities can be very demanding and stressful. Regardless, she always achieves positive feedback from patients through letters, phone calls and Press Ganey comments. Recently a husband and his wife wrote a letter expressing appreciation for her professionalism and compassion during a Doppler ultrasound procedure.

- **Jill Krystofinski, CRNA, Lehigh Valley Anesthesia Services, LVH–Cedar Crest**

Krystofinski cared for a teen burn victim on several occasions and became familiar with the boy and his family. When the teen returned for yet another procedure, she asked permission to have the child’s father assist by holding his son’s oxygen mask. The father appreciated the chance to participate in a helping role and also gained a sense of relief knowing his son was in capable and caring hands.

- **Neuroscience ICU staff, LVH–Cedar Crest**

The neuroscience ICU team cared for a pregnant patient whose condition was terminal. Despite the patient’s prognosis, her baby was thriving. She was admitted at 20-weeks pregnant and kept on life support until the baby could be delivered safely (19 weeks later.) The team delivered impeccable care throughout the patient’s hospitalization, which resulted in no major infections and no skin breakdown. They also provided emotional support to this woman who was being kept alive for the sole purpose of giving life to another being.

- **Lawrence Desko, emergency department, LVH–Cedar Crest**

Desko cared for a severely handicapped boy and his family while they waited in the emergency department (ED). The parents were very worried and did not want to leave their son to eat, despite having no food all day. Desko went out of his way to get the family something to eat and also brought extra blankets and pillows to help make the boy comfortable. Because of his actions and his compassion, the time in the ED was less stressful, and the family felt less anxious.

- **Kathryn Scott, RN, case management, LVH–Muhlenberg**

Scott is driven by compassion and heart. She is dedicated to her patients and works to achieve safe and effective discharge planning. Recently she was caring for a patient on 5T with a long history battling breast cancer. With her health deteriorating, the mother of three young children had concerns about her children’s guardianship. Scott secured a notary, assisted in the creation of a living will and made sure each was paid for (even covering the cost of the generic living will herself). Her actions gave the mother some peace knowing her children would be cared for by family members.

- **John Howard, biomed imaging, LVH–Muhlenberg**

Howard uses his knowledge and skills as a clinical engineer to keep our MRI equipment running safely. Recently he interceded during a potential harmful situation when he noticed that emergency shut-off lights were not lit in the MRI magnet room. No alarms had sounded to notify colleagues of this serious situation. Howard responded immediately to make sure a patient was safe, and also notified the radiology manager. He then notified the GE engineer and together they worked late into the evening to locate and install parts for urgent repair.

Tags: [Eva Fox](#) [Service Star](#)

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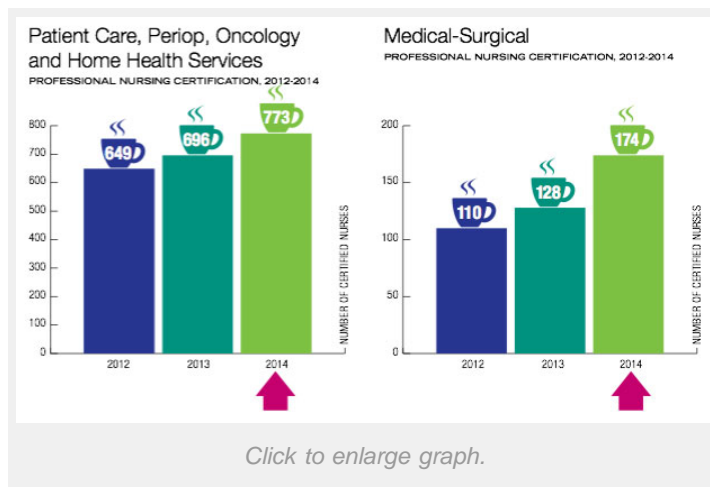
Want to Become a Certified Nurse? Now's the Time

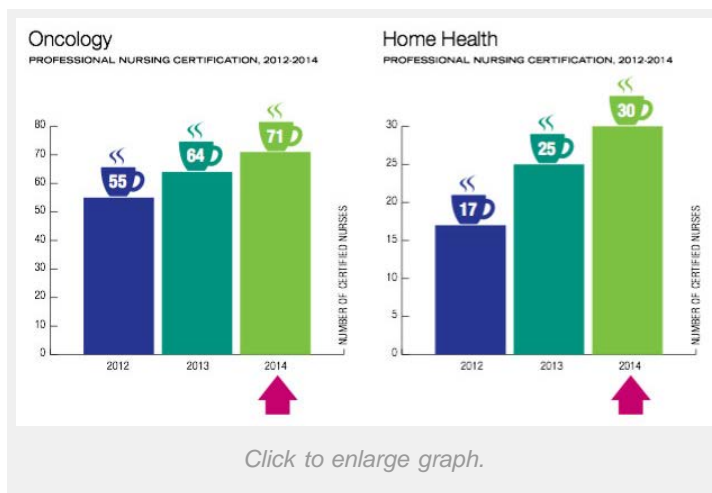
BY SHEILA CABALLERO · AUGUST 18, 2015

Over the past two years, the number of certified nurses throughout LVHN has increased by 19.1 percent. If you've been putting off certification, there's no better time to get certified than now. That's because LVHN offers several programs to cover the costs of many certification exams and to help you prepare.

New this year, LVHN has partnered with the American Nurses Credentialing Center (ANCC) to participate in its Success Pays™ program. In this program, LVHN provides the nurse with a code to use in place of traditional payment methods to apply for one of 25 plus ANCC nursing certifications (including behavioral health, pediatrics and nurse executive). After the nurse takes the exam, LVHN directly pays the exam costs to ANCC.

Another new partnership is with the American Association of Critical Care Nurses (AACN). LVHN purchased vouchers for nurses to use as payment for the critical care and progressive care nurse certification examinations.





These are in addition to FailSafe, a program LVHN offers with the Academy of Medical-Surgical Nursing (AMSN) that allows LVHN nurses to take AMSN's certification exam twice without paying any fee. LVHN pays that fee each time a nurse passes the AMSN exam. To help nurses prepare for certification exams, LVHN offers free live prep courses and online self-study courses. "These courses provide clinical information and test-taking tips," says Pattie Hoak, MSN, RN, NEA-BC, with the Center for Professional Excellence. "Statistically, nurses who test within a month of completing the prep course

have very high pass rates."

And once you achieve certification, LVHN celebrates it. Each March, the Professional Excellence Council hosts celebratory teas, where attendees get recognized by senior management and receive a "thank you" gift (this year's was an LVHN T-shirt). All nurses who get certified also receive a bonus.

So, are you ready to get certified? Draw inspiration from these nurses who achieved certification:

Donna Doe, RN

Certified Medical-Surgical Registered Nurse (CMSRN), Transitional skilled unit, LVH-17th Street



MY EXPERIENCE: I work in short-term rehab admissions, screening patients and reading charts. I've worked in different med-surg settings for 12 years.

TO PREP OR NOT TO PREP: I didn't take the prep course offered on-site, but I did review a medical-surgical certification review course book purchased by our unit to help me prepare. My work experience helped me pass on the first try.

TEST-TAKING STRATEGY: I took my time (about three hours) and tried to answer questions in my head before looking at the answer key. I narrowed my choices down to two, then I refined my thinking.

ADVICE TO PEERS: Everyone has anxiety when they take the NCLEX boards. This time it should be easier because you've been building on your knowledge since then.

FINAL THOUGHTS: I feel a lot of pride because of my accomplishment. It makes me think about what to do next. Now I want to continue learning and furthering my education.

Rebecca LaPorte, RN

Wound Care Certified (WCC) Wound care team, home care skilled nursing



MY EXPERIENCE: I graduated with my nursing degree in 2012.

TO PREP OR NOT TO PREP: I benefitted from knowledge I learned from the Wound Care Education Institute review course, even if it just reinforced what I knew. Review courses are held in many different locations. Mine was four days long in a hotel near LaGuardia Airport. I took the exam immediately after the course.

TEST-TAKING STRATEGY: I worked through the questions in my head before looking at the answer key.

ADVICE TO PEERS: Trust in your knowledge, don't panic and prepare. I was nervous too. The test lasted two hours and it wasn't easy, but the course and my clinical experience prepared me for it.

FINAL THOUGHTS: I was reimbursed for taking the exam (as per LVHN's certification policy). I have more in-depth knowledge around the cellular structures of wound healing now from the prep. Peers seek me out for information and advice. The knowledge and self-confidence from certification helps me communicate better with doctors so I can get the right orders for my patients.

Cheryl Rowan, RN

Certified Medical-Surgical Registered Nurse (CMSRN), 4K



MY EXPERIENCE:

I've been a med-surg nurse for 27 years. I work with vascular, colon rectal, plastic surgery and telemetry patients.

TO PREP OR NOT TO PREP?: I reviewed the MED-Ed online medical-surgical self-study course available through LVHN. It included a learning packet and video that I reviewed at my own pace. I also attended a two-day live review course led by an AMSN-certified reviewer and hosted by LVHN.

TEST-TAKING STRATEGY: I did the practice questions at the end of each review section. The instructor said, "Watch how the questions are worded; that will provide a clue to the answer."

ADVICE TO PEERS: I was afraid to take the test. But once I started, I began to relax. The test included realistic questions on administering medications and in what dosages.

FINAL THOUGHTS: My exam was part of FailSafe, so I didn't have to spend any money out of pocket. It helped that I knew I could take it again with no charge if I didn't pass the first time. Our unit doubled the number of certifications last year. We're leading by example, and now more nurses want to get certified.

Certification Preparation Opportunities

UPCOMING LIVE REVIEW COURSES

CCRN and PCCN colleagues:

Two-Day SePA Chapter of AACN Certification Review Course*

Nov 4–5: 7:30 a.m.-4:30 p.m.

Day 1: LVHN–Mack Boulevard auditorium

Day 2: LVH–Cedar Crest auditorium

*Eligible nurses can take the exam free of charge when you obtain a voucher from the Center for Professional Excellence.

Emergency nursing colleagues:

Certified Emergency Nurse (CEN) Review Courses:

Sept. 10 or Sept. 14: 8 a.m.-5 p.m.

Location TBD

Contact: Erik_A.Resch@lvhn.org

Talk to your director for more information and to confirm your eligibility.

ONLINE SELF-LEARNING OPPORTUNITIES

Med-Surg, CCRN and PCCN colleagues: e-Learning Self-Study Courses

Scenes from our 2015
Certification Teas.



Oct 1, 2015 through Sept 30, 2016

These online self-learning programs will be available through
MED-ED.

OTHER PREPARATION OPPORTUNITIES

Behavioral health colleagues:

Unit-based study group

Contact: Kathryn_P.Mercadante@lvhn.org

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