

[State of the Health Network Address - Video](#)

Dr. Nester says we're off to a strong financial start in FY19.

[Back to School in Mountain Top - Photos](#)

Health Fair focuses on kids' health and safety.

[Walk With a Doctor at Hazleton Rails to Trails](#)

Chat with podiatrist Dr. Brittany Portonova on Oct. 4.

[LVH-Muhlenberg Certified a Primary Stroke Center](#)

The Joint Commission has no findings during the survey.

[Joe Rittle Shoots for Excellence - Video](#)

That's what makes this Ambassador #LVHNProud.

Colleague Flu
Shot Clinic
Schedule

[Learn More](#)

GET YOUR
FLU SHOT



Service Stars
of the Month

[Learn More](#)



Get Harlem Globetrotters Tickets

Presale for this PPL Center event ends Oct. 2.

October Service Anniversary List

See who is celebrating a career milestone.

Get 76ers and
Phantoms
Tickets



[Learn More](#)

LVHN news

Tips for Buying Your Child a
Helmet

Improving Heart Attack
Survival for Cardiogenic
Shock

Shape Up for Fall

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

Strong Financial Start to FY19 Announced at State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap

by [Rick Martuscelli](#) · September 26, 2018

What can we accomplish when 18,000 colleagues move forward together? What happens when we focus on the LVHN DNA? What is the strength of our health network as we begin a new fiscal year? LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, answered these questions and more during the State of the Health Network address. Below, you can read an overview of his presentation and watch video snippets that provide more details, or watch a video of the entire presentation at the bottom of this post.

□ 2

□ Share

Moving Forward Together



At the time of our last State of the Health Network in March, we were in the middle of a challenging fiscal year. Patient volumes were down and we were not meeting our financial goals. We had to take action to keep LVHN strong and move forward. We remained optimistic because the power of 18,000 colleagues moving forward

with the same mission and makeup are stronger than any forces we face. Your strength and your commitment to LVHN and our community have been very apparent. Thank you for being LVHN Proud.

Three Positions of Strength



During these challenging times, we came together as a team and focused on our three positions of strength: access, experience and value. That's the LVHN DNA. To enhance access, we worked hard to “just say yes” and implemented tactics to make it easier for patients to schedule appointments “today, tomorrow or the next day.” We remained steadfast in our commitment to invest in new programs and services to ensure people have access to the care they need close to home. To enhance the patient and colleague experience, we renewed our commitment to PRIDE and made the PRIDE Promise. We took steps to renovate physical spaces so patients and families have the best possible experience when they're with us. To enhance value, we took steps to reduce expenses. We renegotiated contracts and maximized supply chain savings. We also took steps to maximize our reimbursements, and we continue to standardize clinical pathways to increase the quality of our care while bringing costs down. In this video, Dr. Nester talks about why it's important for us to continue to make investments in the LVHN DNA.

The video below will only play in Google Chrome. If you are using Internet Explorer, click [here](#) to watch.

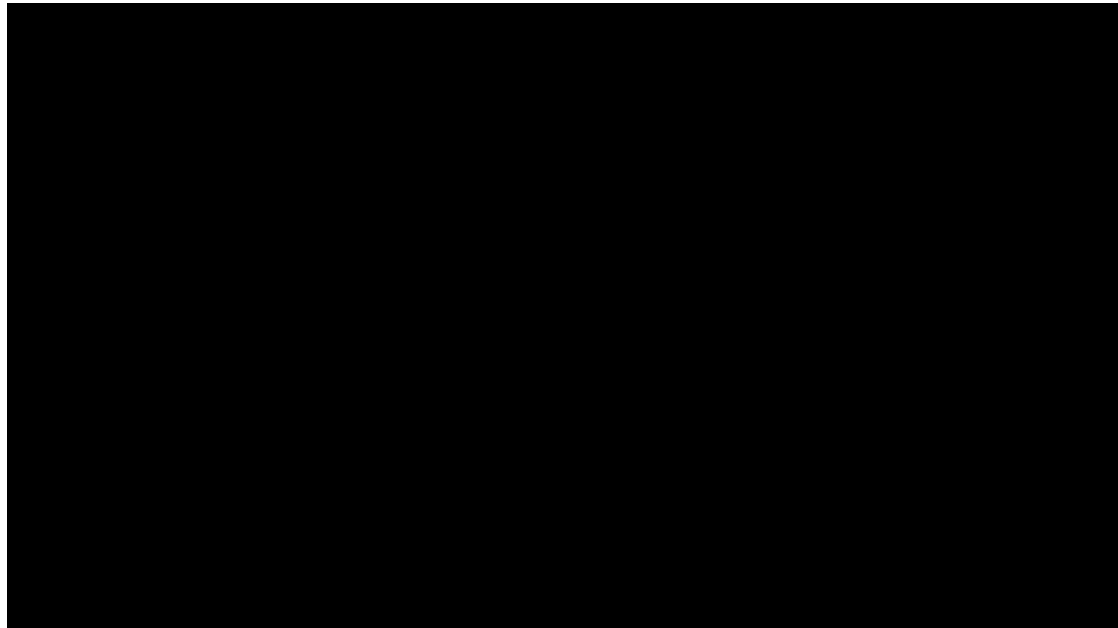
Strong Finish and Start



At the midpoint of fiscal year 2018, we had lost \$1.1 million. However, your skill, experience, dedication and hard work made the difference. In six months, we went from being in the red to having \$35.1 million left over after all the bills were paid.

July 2018

Your hard work is carrying over into fiscal year 2019 (FY19). In the first month of FY19, we achieved \$9.7 million in operating income. That's about \$6.3 million more than budget. That translates to a 4.1 percent operating margin, which far exceeds our budget of 1.4 percent. We're off to a fantastic start. In this video, Dr. Nester thanks you and explains why we're well positioned for the future.



Enhancing Access to Care

Access Goals

- Increase number of unique patients
- Increase number of patients at LVHN Institutes

Mobile Mammography Coach

ExpressPASS

Pediatric Video Visits

Access Coordinators

In FY19, we must continue to “just say yes” and see patients “today, tomorrow or the next day.” If we’re successful, we’ll achieve our two [network goals in FY19](#) related to access. Here are some of the many tactics we recently launched or will soon launch to make it even more convenient for patients to access LVHN services:

- In October, Lehigh Valley Cancer Institute will introduce our mobile mammography coach. We’re taking imaging on the road and bringing 3-D imaging technology right to where people work and live.
- We launched [ExpressPASS](#). When there are no available appointments for patients who call an LVPG practice for a same-day sick visit, injury care or physical, patients are offered an ExpressPASS, which allows patients to schedule a time to be seen at one of 10 ExpressCARE locations in the Lehigh Valley. When patients with an ExpressPASS arrive, they are quickly brought to a room for care.
- We now provide pediatric video visits. If you are the parent or guardian of a child age 3-17 and have proxy access to the child’s MyLVHN account, you can schedule a visit on behalf of your child. Then you and your child can see an LVHN health care provider right from the convenience and comfort of your home.
- Access Coordinators are a new role in LVPG. Their sole role is to “just say yes.” Access Coordinators make the impossible possible and get people access to the LVHN services they need. How do they do it? Access Coordinators know LVHN inside and out. They know where we provide all our

services, and they know who to contact to get people access to the care they need. LVPG now has 17 Access Coordinators that rotate to different practices. Access Coordinators work closely with our Patient Services Representatives (PSRs) to help schedule all appointments at checkout. PSRs are very busy performing multiple tasks (helping patients at checkout, answering telephones, verifying insurances and more). Access Coordinators link patients and families to the necessary touchpoints in the referral process to ensure health care services remain within LVHN throughout the continuum of care.

Providing a Better Colleague and Patient Experience

LEHIGH VALLEY HEALTH NETWORK

Experience Goals

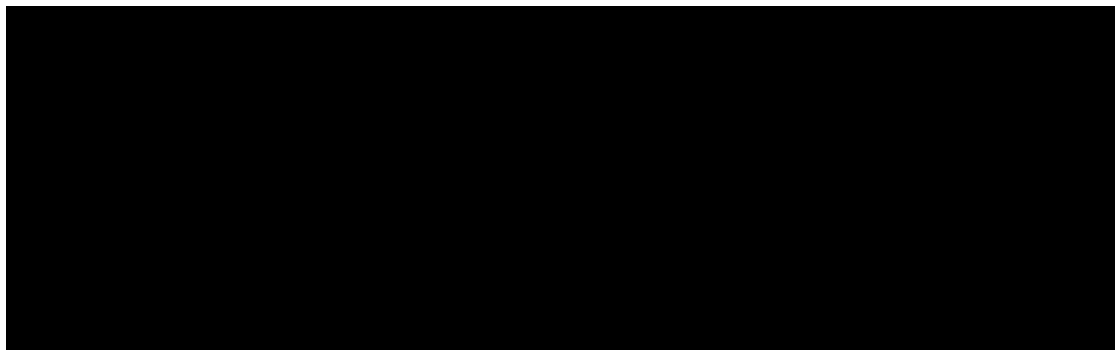
- Improve colleague engagement
- Improve the inpatient, LVPG and outpatient experience.

SSP
Bonus and Merit Increase

Colleague Ambassador Program

Patient Satisfaction

Providing an outstanding patient experience begins with providing a great experience for you and all our colleagues. That's why we created a goal that's all about you. You are LVHN's most important asset. You make LVHN great. When you have a great work experience, you're at your best and you're driven to give our patients a top-notch health care experience. In this video, Dr. Nester explains our focus on the Quadruple Aim.



One way we provide a great colleague experience is by rewarding you for the amazing work you do. In October, eligible colleagues will receive a bonus and merit increase. You may be wondering why bonuses were awarded in a year in which we didn't achieve our financial goals. Our leaders support these rewards because:

- We did achieve an operating margin, albeit lower than budget.
- We hit the max level on six of nine health network goals.
- Rewarding colleagues helps us retain talent during a time when there is great competition for qualified health care professionals.

Another thing we did to create an even better work experience is start a [Colleague Ambassador Program](#). Our Ambassadors share news and information with colleagues and community members. They model PRIDE, and inspire and motivate colleagues. They gather and share colleague feedback with leaders. They advocate for our health network in social media using the hashtag #LVHNProud.

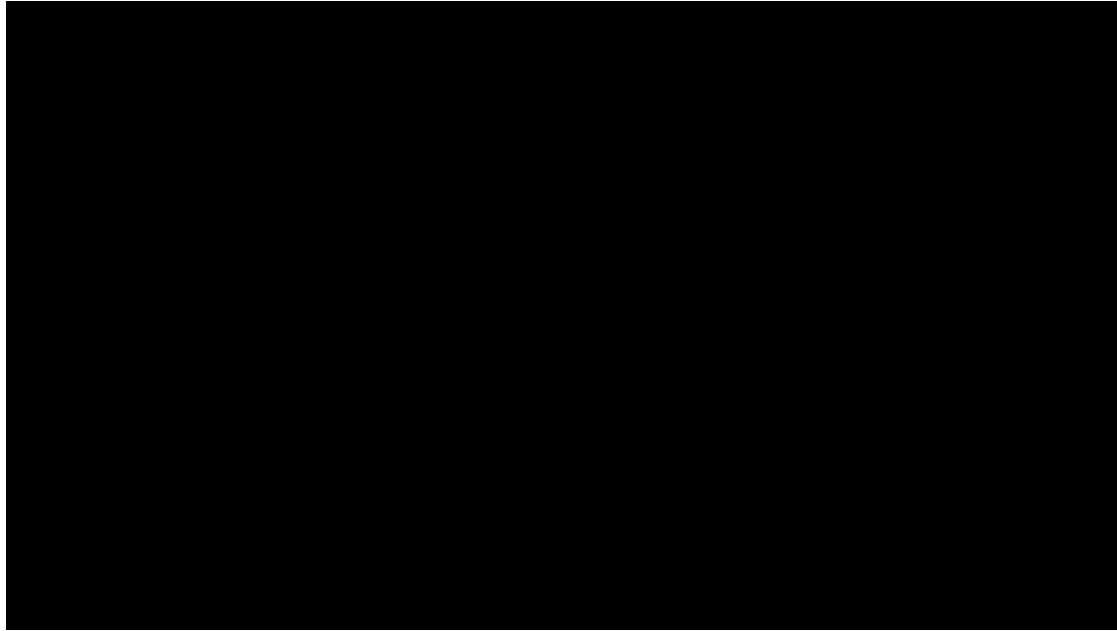
Creating Health Care Value



To provide health care value, we must relentlessly focus on enhancing quality and

lowering costs. When it comes to providing quality care, we excelled in FY18.

Examples include zero penalties from CMS, [recognition from Vizient](#) for quality and safety, and listing as one of [Becker's "100 Great Hospitals in America."](#) Our ability to provide quality care resulted in millions of dollars in incentives received from payers such as Highmark. Dr. Nester explains why insurers want their patients to come to LVHN for their care in this video.



Redesigning LVHN and the way we deliver care will be our focus over the next several months. We must make care more affordable by continually finding ways to operate as efficiently as possible.

You Are 'Amazing. Everyday.'

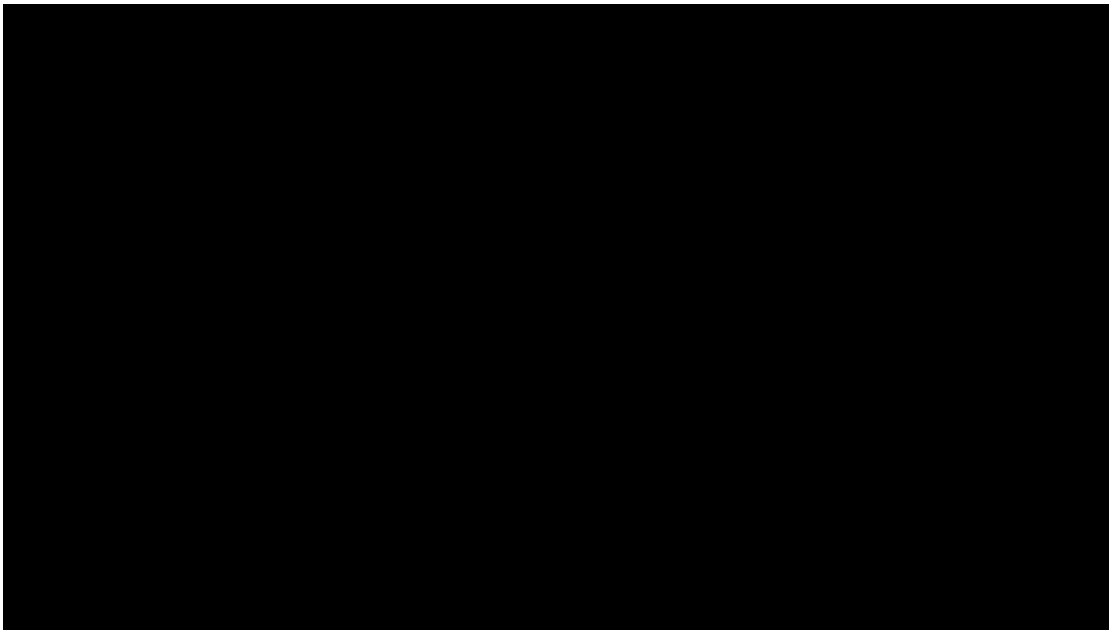


LVHN is Strong



We are off to a great start for three main reasons:

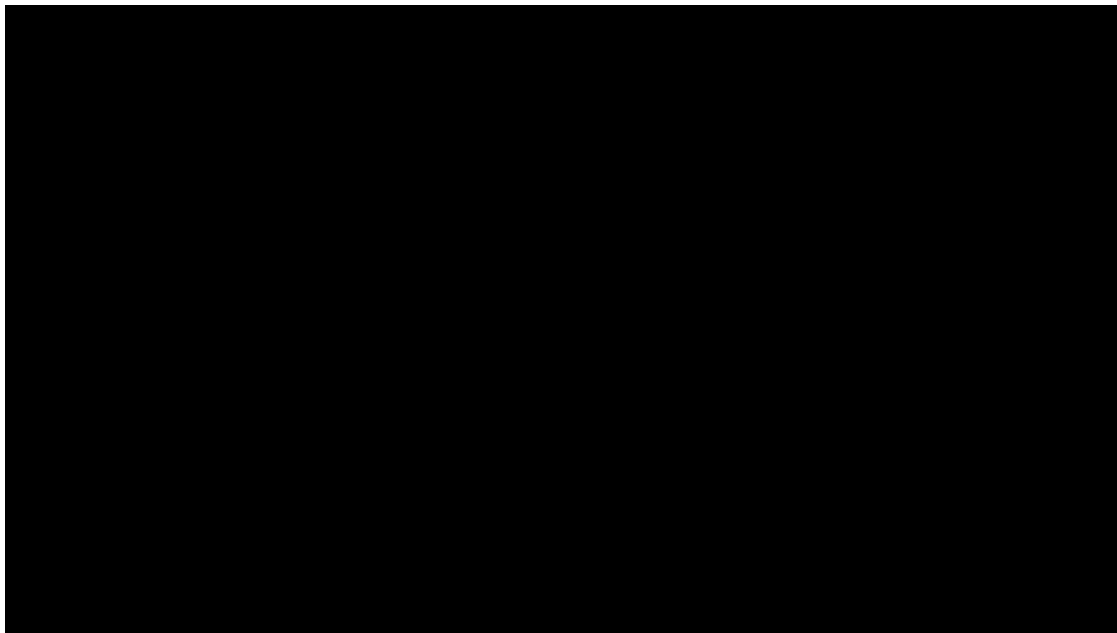
1. We continue to focus on the LVHN DNA: access, experience and value. Without question, we are focusing on the right things.
2. We continue to move forward together. There is nothing 18,000 colleagues working together cannot overcome.
3. You are “Amazing. Everyday,” which Dr. Nester emphasizes in this video.



Watch the entire presentation below.

The video below will only play in Google Chrome. If you are using Internet

Explorer, click [here](#) to watch.



Going Back to School in Mountain Top – PHOTOS

by [Jane Danish](#) · September 28, 2018

A fun time was had by all at a recent “back to school” event hosted by the Health Center at Mountain Top. The event was designed specifically for school-aged children. It included health screenings, education tables, games, face painting, free refreshments and even a life-sized Operation game. Here are photos from the event, which taught children how to be healthy and safe.



[Share](#)



[◀ Back](#)

Picture 1 of 9

[Next ▶](#)

'Walk with a Doctor' at Greater Hazleton Rails to Trails on Oct. 4

by [Jane Danish](#) · September 27, 2018

A group of community members recently braved the rainy weather and joined Richard Canlas, MD, with LVPG Orthopedics and Sports Medicine, on a two-mile walk along the Greater Hazleton Rails to Trails.

Canlas provided a five-minute presentation before the walk, stressing the importance and health benefits of regular walking. He also answered health-related questions from the participants along the way.



[2](#)

[Share](#)

The next "Walk with a Doctor" is scheduled for Thursday, Oct. 4, at 3:30 p.m., at the Greater Hazleton Rails to Trails, near the intersection of Routes 93 and 424.

Podiatrist Brittany Portonova, DPM, with LVPG Podiatry, will be the guest doctor.

Please join us for a fun-filled hour of camaraderie. Get to know new people, get in your daily exercise, and have your health-related questions answered.

This series of walks is sponsored by the Greater Hazleton Area Civic Partnership in collaboration with Lehigh Valley Health Network.

'No Findings' in LVH–Muhlenberg's Primary Stroke Center Certification Survey

by [Rick Martuscelli](#) · September 24, 2018



□ 1

□ Share

On Sept. 21, The Joint Commission completed a survey of LVH–Muhlenberg and certified the campus as a Primary Stroke Center. There were no findings. A Primary Stroke Center is a hospital that has developed special procedures to rapidly diagnose and treat a stroke.

After visiting the emergency department, CT, ICU, 4T and 7T, The Joint Commission reviewer Sue Fibish thanked colleagues for an awesome day. “It really pleases me when I see the things that you are doing are the exact things that I would want to see being done to my family,” she said. “I would bring my family here.”



Robin Anthony, LVHN Administrator of Joint Commission and Regulatory Excellence, congratulates and thanks all the colleagues involved in the survey, including:

- Claranne Mathiesen, Director of Medical Operations Neuroscience Service Line and Stroke Certifications Coordinator
- Yevgeniy Isayev, MD, Medical Director
- Members of the Stroke Center team including neurology providers and patient care services, rehabilitation, imaging and case management colleagues
- Colleagues from all supporting departments
- Survey Command Center colleagues

After the survey, colleagues were quick to share why they are #LVHNProud of our Primary Stroke Center team. Here's what they had to say:

- "Outstanding! Congratulations," says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer.
- "Remarkable! Congratulations to this excellent team," says Terry Capuano, Executive Vice President and Chief Operating Officer.
- "Outstanding! I am proud to be one humble colleague of yours," says Tom Whalen, MD, Executive Vice President and Chief Medical Officer.
- "Congratulations and thank you to the entire team that pulled off an amazing survey," says Bob Begliomini, LVH–Muhlenberg President.

Excellence: That's What Joe Rittle Shoots For

by [Rick Martuscelli](#) · September 25, 2018

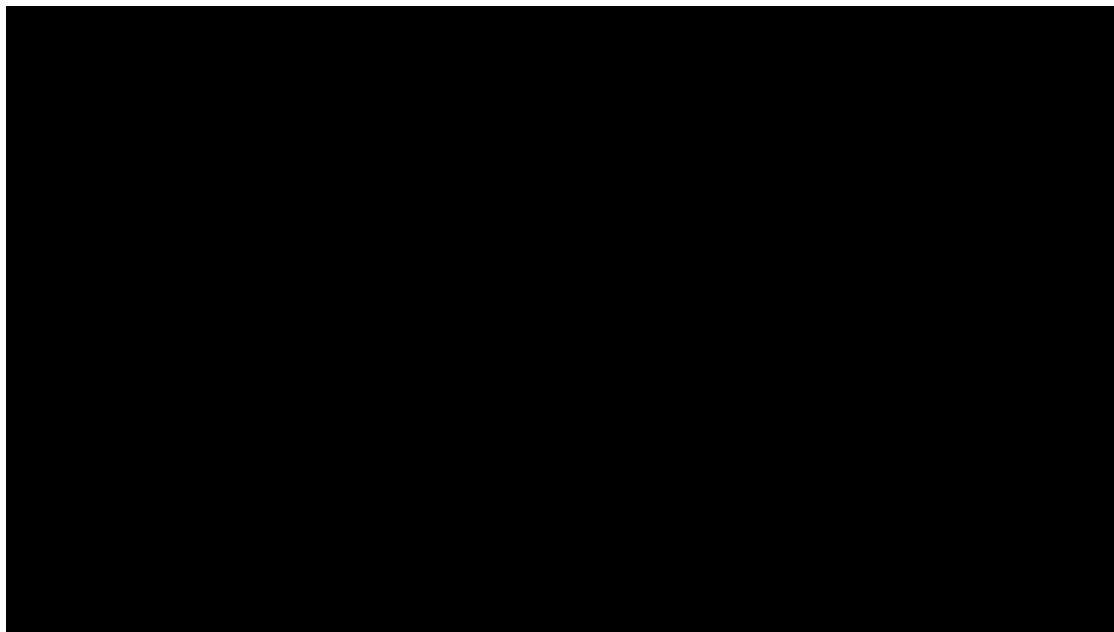


1

Share

As far as Joe Rittle is concerned, there is no room for error when you're dealing with people's lives. Rittle, an X-ray Technologist at LVH–Schuylkill, is one of many [Colleague Ambassadors](#) who is sharing what makes him #LVHN Proud on video. Videos of other Colleague Ambassadors are already posted in the [#LVHNProud section of LVHN Daily](#). Watch them and Rittle's video now.

The video below will only play in Google Chrome. If you are using Internet Explorer, click [here](#) to watch.



Role of a Colleague Ambassador

- Share LVHN news and information with colleagues and community members

- Model PRIDE behaviors
- Inspire and motivate colleagues
- Gather and share colleague feedback with leadership during regular Colleague Ambassador meetings
- Recruit new ambassadors
- Share stories about what makes them LVHN Proud

Become a Colleague Ambassador

Send an email to LVHN_Ambassadors@lvhn.org that explains why you are LVHN Proud.

LVHN Exclusive: Harlem Globetrotters Presale Tickets

by [Emily Shiffer](#) · September 25, 2018

Watch the incredible basketball skills of the Harlem Globetrotters when they return to the PPL Center on Thursday, Feb. 28., 2019, at 7 p.m.

The presale begins on Wednesday, Sept. 29 at 10 a.m. and ends on Tuesday, Oct. 2 at 10 p.m.

To purchase tickets, click [here](#) and use promo code AMAZING.



[Share](#)

Service Anniversary List – October 2018

by [Emily Shiffer](#) · September 28, 2018

45 years

LouAnn Mellinger Corkery,
respiratory care services

40 years

Diane Bidwell, Heart Station
Maura Diehl, PACU
Geraldyn Ford, pre-admission
testing
Theresa Miorelli, pre-admission
testing
Sharon Smith, LVPG Family
Medicine-Emmaus

35 years

Grant Follweiler, print shop services
Jane Laudenslager, Center for Women's Medicine
Denise Lenner, 7K
Luann McKee, Cancer Center multi-purpose area
Mary Sandrock PACU

30 years

Kathleen Baker, rehabilitation
Tara Bonsell, rehabilitation services
Lori Fuehrer, operating room
Pamela Gonsalves, Health Spectrum Pharmacy infusion
Roberta Rothermel, information services

25 years

Deborah Brooks, radiation oncology



Share

20 years

Tasha Creazzo, Lehigh Valley Family Health Center
Beth Hartline, LVPG Family Medicine-Macungie
Dawn Litz, precertification department
Diego Lopez, health information management
Lisa McAllister, home care central business office
Christie Moser-Higgins, Comprehensive Stroke Center
Jane Parenti, health information management
Erica Reccek, LVPG operations
Nancy Rogers, LVPG Family Medicine-Hamburg
Walterine Watts, 4K

15 years

Jose Barreto Perez, Children's ER
Mary Brown, partial hospitalization
Leslie Corredera, nuclear medicine
Hoonani Cuadrado, Community Health and Wellness Center
Tammy Danner, LVPG Family Medicine-Laurys Station
Krista Drissel, clinical engineering
Jill Fraser, operating room
Debra Gehr, health information management
Catherine Gergel, patient receivables office
Kim Gorzelic, outpatient registration
William Grather, information services
Kori Holtzman, transitional open-heart unit
Norma Houston, 5T
Kathleen Howells, LVPG operations
Dana Keim, LVPG Family Medicine-Hamburg
Megan Kershner, cancer services
William Martinez, patient transport services
Michelle McClellan, LVPG Obstetrics and Gynecology-Pond Road
Diana Miller, rehabilitation
Danielle Murphy, labor and delivery
Tiffany Palmertree, nuclear medicine

Kathleen Pruznick, PACU
Colleen Renner, perinatal unit
Julie Ringnald, psychiatry
Evelyne Saah, case management
Carla Jane Saveri, case management
Joan Schwartz, Cancer Center multi-purpose area
Mark Seagreaves, nuclear medicine
Mary Shorkey, community connect initiatives
Lori Ann Smith, TNICU
Kimberly Somori, women's specialty float pool
Alexandre Warman, perioperative services
Erica Wasilkowski, Center for Women's Medicine

10 years

Amy Schell, endoscopy-G.I. lab
Amy Shofran, admission case management
Angela Goida, LVPG Infectious Diseases-1250 Cedar Crest
Ashley Corson, vascular/interventional radiology
Barbara Keller, emergency department registration
Charles Bonos, courier services
Cheryl Gumulak, NORI clinical
Cheryl Raisner, transitional trauma unit
Christa Deily, 5T
Christie Smith, cardiac catheterization lab
Christina Lamonica, LVPG Cardiology-Muhlenberg
Christopher Lutz, home care-physical therapy
Cynthia Brinker, Health Spectrum Pharmacy
Dorthe Willis, 6B
Elizabeth Halenar, LVPG Obstetrics and Gynecology-1245 Cedar Crest
Gail Molitoris, LVPG Neurology-1250 Cedar Crest
Heather Siegmund, LVPG Pediatrics-Laurys Station
Jedediah Deitrick, information services
Jennifer Rodriguez, mental health clinic
John Gorman, engineering
Jonathan Krause, pastoral care

Kenisha Jackson, transitional skilled unit
Kimberly Coleman, pharmacy
Kimberly Haycock, LVPG Neuropsychiatry-1250 Cedar Crest
Kimberly Smith, respiratory care services
Laura Adam, radiology
Leslie Dennis, case management
Linda Hoffman, patient receivables office
Mary Grace Richard, Children's ER
Melissa Mennen, pharmacy
Michelle Crespo, LVHNACO
Michelle Piatkiewicz, physical/occupational therapy
Myrna Jean Baptiste, LVPG Rheumatology-3080 Hamilton Blvd.
Natalie Krause, LVPG Pediatric Surgical Urology-1210 Cedar Crest
Pamela Stauffer, ASU-OR
Patricia Frace, LVPG Pediatrics-West Broad
Patricia O'Neil, bed management
Robert Gamble, emergency department
Robert Pica, emergency department
Robert Reiser, electrophysiology lab
Robin Schrader, trauma
Sandra Kowalski, LVPG Rheumatology-3080 Hamilton Blvd.
Stacey Miller, Lehigh Valley Anesthesia Services
Stacie Zellers, payor based care coordination
Stephanie Maurer, LVPG Family Medicine-Cetronia Road
Tiffany German, revenue cycle
William Ciotola, Diagnostic Care Center

5 years

Colleen Fitzpatrick, LVPG Pediatrics-Center Valley
Debra Smith, nursing float pool
Gilberta Bogaert, HealthWorks
Heather Hechler, LVPG Family Medicine-Whitehall
Jared Cortright, health care analytics
Jehna Werkheiser, LVPG Pediatrics-Pond Road
Kelsea Kunkle, LVPG Neurology-1250 Cedar Crest

Kristina Van Pelt, LVPG Obstetrics and Gynecology-Palmer Township

Lauren Pasquale, labor and delivery

Lindsay Kida, LVPG Family Medicine-Macungie

Lori Freyman, LVPG Obstetrics and Gynecology-Pond Road

Megan Tibaldi, home care-physical therapy

Michele Adzema, transitional trauma unit

Michelle Sheets, LVPG Pediatrics-Pond Road

Petrit Tolaj, security

Philip Chadbourn, organizational development

Raji Mathew, LVPG Family and Internal Medicine-Bethlehem Township

Ranita Kuryan, LVPG Pediatric Endocrinology-17th Street

Sonia Flores, LVPG Pulmonary and Critical Care Medicine-1250 Cedar Crest

Stacey Fornarotto, LVPG Internal Medicine-Muhlenberg

Tara Morrison, LVPG Hematology Oncology-Muhlenberg

Toni Kurczewski, LVPG Internal Medicine-Muhlenberg