

Why Are Colleagues in Our Hospitals Busier Than Ever?

LVHN president and CEO Brian Nester, DO, MBA, FACOEP, has the answer and explains what we're doing about it.

Epic Help Tactics

Whether you've got printer issues, access issues or how-to issues, the LVHN Epic team has resources to help you reach your goals.

There's Still Time to Know Your Numbers and Win in March

Become eligible to win a \$60 gift certificate to LVHN Fitness just for knowing your blood pressure and BMI.

Prevent Colon-Rectal Cancer

Everyone should be screened for colon-rectal cancer beginning at age 50.

What's Happening in April 2015

Take a Culture of Wellness class, give blood, take a trip to New York, get discounts on a new computer and more.

Play Dodgeball to Benefit Burn Survivors

Register to play in the fifth annual Great Balls of Fire dodgeball tournament on Saturday, April 18, to benefit burn survivors and LVHN Burn Survivor programs.

In the News: February and March – VIDEO

LVHN was featured in media stories about Go Red for Women and avoiding loneliness on Valentine's Day.

Ranita Kuryan, MD, Enjoys Pediatric Endocrinology

Because Children 'Make Me Smile' – VIDEO

She is a board-certified pediatric endocrinologist who sees



Read the
most recent
Terry's Take



Visit the new LVPG website

Read Lehigh Valley Health News

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



patients at LVPG Pediatric Endocrinology–17th Street.

Why Are Colleagues in Our Hospitals Busier Than Ever?

BY [RICK MARTUSCELLI](#) · MARCH 25, 2015



LVHN president and chief executive officer Brian Nester, DO, MBA, FACOEP, addressed this question during Casual Conversations sessions. His answer explains why colleagues are so busy and what we're doing about it.

I know colleagues in our hospitals are very busy. It's a constant concern for me and the other members of our leadership team because we don't want colleagues to feel overwhelmed at work. Before I explain why colleagues are busy and what we are doing to address this, I want you to know I appreciate everything you do, and I thank you for your continued dedication to our patients and community.

The reason colleagues are busy is that – like most hospitals – we expected to experience a decline in acute admissions. As a result, we adjusted beds and staffing. While hospitals throughout the nation are experiencing declining admissions, we are not. That means people are continuing to choose LVHN for care, which is great news. However, because we're experiencing more admissions, colleagues have to perform the already stressful job of providing care at a pace that is sometimes frenetic and always challenging. Consequently, it's harder for you to be at your best so you can provide the quality care our patients and families expect and deserve.

Here's the challenge we face: How do we staff our hospitals with the right amount of caregivers when the number of admissions is so unpredictable? If only we could accurately predict our number of admissions. The reality is, we can't. In fact, our number of admissions fluctuates from month to month.

We're responding to our need for more caregivers by quickly adding colleagues to our team. We're putting special emphasis on [hiring nurses](#). Each month I talk with a roomful of new colleagues at our orientation program, Connections. The number of colleagues in attendance at each program likely outnumber the amount of employees other hospitals hire in a year. It shows just how unique our health network is, especially during these times of reform.

Our leaders will continue to explore new ways to ensure our hospitals are optimally staffed in a way that also is financially responsible. It's not easy, but LVHN has never backed down from a challenge. It's why you've stepped up to the plate during these busy times. As an emergency medicine physician, I know how enormously stressful it is to provide care, and I am amazed at how well you have continued to provide excellent care. Thanks for your continued hard work and your patience as we work to bring new colleagues to our team.

Epic Help Tactics

BY [JENN FISHER](#) · MARCH 26, 2015

College basketball teams that are still battling it out for the NCAA championship share some similarities with the LVHN Epic team: each group has process down to a science and each knows practice is a key to excellence. In both cases, occasional issues can crop up that affect the outcome. For hoops players, it may mean examining their layup approach with a coach or fellow player. For LVHN colleagues, questions or issues about Epic can be answered by consulting the right resources.

LVHN: Here's Your Epic Help Team

As revered UCLA basketball coach, John Wooden, once said, “If you don’t have time to do it right, when will you have time to do it over?” Start with the Top Four Epic Resources to get your questions answered or problems resolved as soon as possible so work gets done – and done right.

For ongoing learning and information, stay informed about the Epic Transformation with our many Epic Assistants



(and Assistance) and Booster Club opportunities.

Your Top Four Epic Resources

1. IS Support center (610-402-8303, option #5 for Epic issues)

- Call IS Support for technical problems related to Epic.

2. Epic@lvhn.org email

- Send questions about non-technical concerns or observations you have about the LVHN Epic project.

3. DOE_Training@lvhn.org email

- **NEW RESOURCE** – As each wave of Go-Live occurs, responsibility for Epic training will transition from the LVHN Epic team to the Division of Education. Use the DOE_Training@lvhn.org address to arrange training for:
 - All **new providers** going into an ambulatory practice or a department using Epic.
 - All **employees returning from Family Medical Leave Act (FMLA) absence or personal leave of absence (LOA)** who have completed partial training, or need full training and testing upon return.
 - All **transferring employees** from a non-Epic department into an Epic department/role.
 - **Students with Epic production access** working in an ambulatory practice or department.
- **Two Exceptions:** Do not use the DOE_Training@lvhn.org address to request training for:
 - **Newly hired staff.** New hires will automatically be enrolled in Epic training.
 - **Employees who need additional skills training** not initially received as part of implementation. Instead, go to **The Learning Curve (TLC)** and register directly on there.

4. **610-402-EPIC** – The Epic phone line is a one-stop shop to obtain information about training and parking, or to leave a message for a member of the training team.

- When you call 610-402-EPIC, here are your message info and voicemail options:
 - 1: Alerts about any weather or emergency situation that impacts training times at the arena.
 - 2: Parking deck addresses and GPS coordinates.
 - 3: Leave voicemail regarding the Super User or Provider Champion programs
 - 4: Leave voicemail regarding end user training

Your Epic Assistants (and Assistance)

Providing additional support are resources that include in-person and electronic help.

1. **Super User Meetings** – Wave 1 and Wave 2 super users need to attend scheduled super user meetings to ensure they have the latest information available to support their department or practice.

2. **Super User question page** – Managers, if you have a question about the super user program (Wave 1 or 2) or need to replace one super user with another, please go to the LVHN Epic Sharepoint and submit an entry on the [Super User Question/Change form](#).

<http://lvhsharepoint4/etrp/Lists/Super%20User%20Staff%20Change/AllItems.aspx>

3. **Email communications** – Emails are regularly sent to Wave 1 and Wave 2 managers, super users and providers. These emails offer help in the form of workflow process clarification, tip sheets and occasional training invitations that need a quick response.

4. **Epic Flash** – All colleagues receive the weekly Epic Flash, an easy-to-read and review newsletter with current information about the LVHN Epic transformation. Use topics from the Flash as discussion points for huddles or team meetings. If you have questions or story suggestions, send them to Epic@LVHN.org. Find previous

issues of the Flash on the [Epic Sharepoint](#).

5. **Epic Transformation intranet** – The Epic Transformation site on the LVHN intranet is a helpful resource with links to Epic Sharepoint information and background on the LVHN Epic program. Find it easily from the [LVHN intranet home page](#) by selecting Epic Transformation from the left-side column.
6. **Epic Sharepoint** – The LVHN Epic Transformation Sharepoint holds a host of tip sheets, Go-Live tools and more.

Your Epic Booster Club

The team isn't complete without a booster club and the Epic booster club resources come in virtual and human form:

7. **LVHN Daily** – Mission Central has a new look, feel and name: LVHN Daily. On LVHN Daily read the latest news about the Epic Transformation project. You can also search for Epic stories using keywords like: Wave 2, super user, Cadence, etc.
 8. **Leader-to-Leader** – Each month, managers at the Leader-to-Leader meeting hear an update about the LVHN Epic project. See video from those meeting on LVHN Daily and stay informed about important happenings with the project.
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Your Epic Calendars

Wave 2 Inpatient

Now: Wave 2 inpatient equipment delivery and set-up

Now through May 1, 2015: Wave 2 testing

March 23–27: Wave 2 pilot training

May 11–31: Wave 2 super user training

June 1–July 26: Wave 2 end user training

July 20, 2015–Aug. 14, 2015: PTO restrictions in effect for Wave 2 (inpatient) colleagues

Aug. 1, 2015: [Go-live for Wave 2, inpatient settings](#)

Wave 1 Ambulatory

Mid-2015 and beyond: [Optimization](#)

Keep up with news about the LVHN Epic transformation on the [LVHN Epic intranet site](#).

There's Still Time to Know Your Numbers and Win in March

BY [SHEILA CABALLERO](#) · MARCH 26, 2015

During March, you have a chance to win a \$60 gift certificate to LVHN Fitness just for knowing your numbers. The gift certificate is redeemable for a massage, personal training session or time on our multi-sport simulator. Winners also can use the gift certificate toward an LVHN Fitness membership. So far, three lucky colleagues have won, but one more winner will be announced this month.

Week 1 – Erica Mahady, organizational development

Week 2 – Suzanna Memari, RN, post-operative unit, LVHN–Tilghman

Week 3 – Lauren Weider, medical assistant, LVPG Internal Medicine

Week 4 – You could be the winner.

The logo for the "Know Your Numbers" campaign. The words "KNOW YOUR" are in a blue, sans-serif font, and the word "NUMBERS" is in a larger, bold, green, sans-serif font. The text is arranged in two lines, with "KNOW YOUR" on top and "NUMBERS" below it.

Feeling lucky? You can be when you submit your blood pressure (BP) and body mass index (BMI) to [employee health](#). All colleagues are encouraged to participate – whether



you're a Choice Plus member or not. That's because our Know Your Numbers campaign is part of the health network's "better health" goal. When 60 percent of colleagues participate, we're eligible for a Shared Success Plan (SSP) bonus.

Everybody wins when you know your numbers. Better management of your personal risk factors for disease can help you live a healthier, happier and more productive life. Collectively, colleagues will be setting a healthy example for the communities we serve.

[Participating is easy](#) and very rewarding. Besides gift certificates, you could win FitBits and other prizes, and have a shot at one of our two grand prize drawings for a \$500 VISA gift card. [Read the FAQs](#) for more information.

Prevent Colon-Rectal Cancer

BY [RICK MARTUSCELLI](#) · MARCH 23, 2015

Although it is largely preventable, colon-rectal cancer is the third most frequent cancer. One in 21 men and one in 22 women will have colon-rectal cancer in their lifetime. If colon-rectal cancer is preventable, why is it so common? The reason: Many people do not get screened.

To help you, a representative will be outside the cafeterias during the lunch hours to give you information about colon-rectal cancer prevention. Here are the dates and locations:

- March 25: LVH-Cedar Crest
- March 26: LVH-17th Street
- March 27: LVHN-Mack Boulevard
- March 30: LVH-Muhlenberg

Everyone should be screened for colon cancer beginning at age 50, with subsequent screenings once every 10 years if the initial test results are normal. People with a family history of the disease or with inflammatory bowel disease (ulcerative colitis or Crohn's disease) should be screened earlier and more frequently. Your doctor will decide when you should be screened.

Many polyps discovered during a colonoscopy are pre-cancerous, and removing them can prevent cancer from starting. Any cancer found in an early stage is more easily treated. Furthermore, many people do not experience colon cancer symptoms. When they do, the cancer many have spread and be more difficult to treat.

People often have excuses for not getting screened. They say they don't have time, or that a colonoscopy is embarrassing, difficult or painful. To prove that none of this is true, TV personality Katie Couric videotaped her experience preparing for the test. Watch the video:

Lehigh Valley Health News

The logo features the text "Lehigh Valley Health News" in white, sans-serif font, centered on a dark blue background. Below the text are three curved, overlapping bands of color: a thin dark blue band, a medium green band, and a thick light blue band, all curving upwards from left to right.

Lehigh Valley Health News Digest: March 16-20

What's Happening in April 2015

BY [TED WILLIAMS](#) · MARCH 25, 2015

Culture of Wellness

April 1, 13, 19 and 27 – Maternity Tour

Starting April 1 – Preparing for Baby (six-week series)

Starting April 2 – Mom-to-Mom Support (at LVH-17th Street)

Starting April 6 – Monday Morning Moms Postpartum Support

April 7 and 20 – Breast-feeding Baby

April 7, 14, 20 and 25 – Car Seat Check Event – FREE

April 9 and 23 – Thursday Evening Moms Postpartum Support

April 11 and 25 – Preparing for Childbirth (one-day class)

April 12 and 18 – Baby Care (one-day class)

April 13 – CPR Family and Friends

April 14 – Sibling Rivalry Parent Workshop

Starting April 16 – Preparing for Childbirth (three-week evening series)

April 19 – Sibling Tour

April 19 – Spanish Maternity Tour

April 23 and 24 – Preparing for Childbirth (two-day daytime class at LVH-17th Street)

Blood Drives

April 8 – LVHN-Mack Boulevard auditorium, 7:30 a.m.-3 p.m.

April 22 – LVH-Cedar Crest ECC room 9 and 10, 8 a.m.-5 p.m. Register at giveapint.org. Use sponsor code 0118.

Events

April 12-18 – National Volunteer Week – Your gratitude is their pay. Please thank a volunteer today.

April 28 – Auxiliary of LVH \$5 Jewelry Sale, LVH-Cedar Crest, 1:30-6 p.m.

April 29-30 – Auxiliary of LVH \$5 Jewelry Sale, LVH-Cedar Crest, 7 a.m.-6 p.m.

VALIC – The Investment Planning Seminar

VALIC Retirement, the company managing our retirement plans, will host this seminar at the following locations:

April 14 – 12-1 p.m., LVHN-Mack Boulevard room 6B

April 15 – 12-1 p.m., LVH-Cedar Crest ECC room 5

April 16 – 12-1 p.m., LVH-17th Street auditorium

April 22 – 12-1 p.m., LVH-Muhlenberg ECC room D

Registration is required to attend one of these seminars. [Click here to register](#) and enter one of the following codes:

LVHN-Mack Boulevard seminar: LVHALL11AX

LVH-Cedar Crest seminar: LVHALL11AW

LVH-17th Street seminar: LVHALL11AT

LVH-Muhlenberg seminar: LVHBET11AT

VALIC Retirement advisors are available to help you at:

LVH-Cedar Crest:

Jeff Hofmann: 610-402-8801

Michael Ryan: 610-402-8801 (advisor for LVPG colleagues)

LVH-17th Street:

Tim Schroyer: 610-969-2625

LVH-Muhlenberg and Health Network Laboratories:

Kevin Gertz: 610-392-9912

Recreation Committee

May 31 – Gourmet Shopping in New York City – Bring your cooler and enjoy the fun. Contact [Roberta Meckes](#) for details and reservations.

June 20 – Springtime in the City/New York On Your Own – Leave the driving to us. Go to a Broadway show, shop or enjoy Central Park. Contact [Brandi Haja](#) for details and reservations.

Employee Discounts

Dell Computer

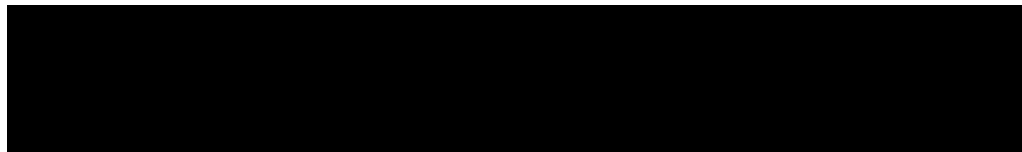
- Take advantage of the Dell Member Purchase Program. Get up to 30 percent off select systems and discounts on thousands of electronics and accessories.
- Join the Dell Advantage Loyalty Program. Get an automatic 5 percent back in rewards on all purchases and free second business day shipping. [Enroll now.](#)
- [Chat or shop.](#)
- Contact Dell. [Send an email](#) or call 888-243-9964. Reference Member ID: HS126349869

In the News: February and March – VIDEO

BY [BRIAN DOWNS](#) · MARCH 23, 2015

LVHN in the News for February and March emphasizes heart month with two heart-related stories – one about a celebration of the American Heart Association's Wear Red for Women observance during which an announcement about a special gift for LVHN's cardiac program was made, and a second that addressed avoiding loneliness on Valentine's Day. Also, learn how an LVHN clinical nutritionist views a new report about the best and worst diets. Did you know you can dispose of your expired medication at LVH-Cedar Crest? A 69 News story tells you how. The LVHN Department of Education's simulation center in the Cedar Crest Professional Park will benefit from the largest ever grant from the Dorothy Rider Pool Health Care Trust. In addition, an LVHN pediatrician reacts to an effort in Pennsylvania to change the requirement for vaccinating children.

Also, read about the preliminary discussions for a new hospital in the Hazleton area. And check out the healthcare theatre class at a local college where students learn to be both medical professionals and patients and how those skills transfer to the healthcare environment.



Other News:

LVH-Hazleton develops plan for potential new hospital:

<http://m.standardspeaker.com/news/lvh-hazleton-develops-planfor-potential-new-facility-1.1843979>

In Cedar Crest theater class, acting sick is the thing:

http://images.burrellesluce.com/image/17581/17581_8459

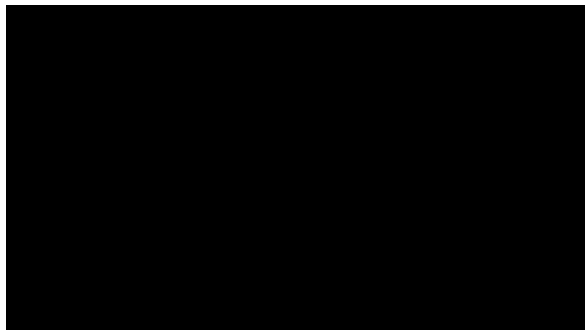
Ranita Kuryan, MD, Enjoys Pediatric Endocrinology Because Children 'Make Me Smile' – VIDEO

BY [ALYSSA YOUNG](#) · MARCH 23, 2015

We are producing videos of our doctors and advanced practice clinicians (APCs) to help our community find trustworthy health care providers. We will share them here to introduce you to these colleagues. You'll learn about their personality, philosophy of care and inspiration for practicing medicine. These videos are embedded in our website's [Find a Doctor](#) tool, where you can learn about each provider's educational background and more. Enjoy!

[Ranita Kuryan, MD](#), comes from a close-knit family, so she appreciates close relationships with her patients' families.

She is a board-certified pediatric endocrinologist with Children's Hospital at Lehigh Valley Hospital, of Lehigh Valley Health Network. She diagnoses and cares for children and adolescents who have diabetes, growth problems, early or delayed puberty and other hormonal disorders. She sees patients at [LVPG Pediatric Endocrinology–17th Street](#).



“(Children are) resilient, they’re innocent, they’re funny,” she says. “They just make me smile, and we have a lot to learn from them.”

Get to know her with this video.