

Hospitals Get Leapfrog 'A' Grades

It shows we excel at keeping patients safe.

Big News is Coming - Video

There's a secret about Lehigh Valley Children's Hospital.

Veterans Day Ceremony - Photos

Get a recap of our event to honor area veterans.

Lynn's Turn: Honor Colleague Veterans

Thank the nearly 450 colleagues who served.

Policies Updated and Created

They make LVHN an even better place to work and grow.

Save on LVHN Hats, Scarves & Headbands

Get 20 percent off and stay warm in style.

Successful Epic Upgrade Go-Live

Epic has a new look and enhanced functionality.

LUCAS Devices Delivered to our Hospitals

They help us care for patients in cardiac arrest.

Increasing Hand Hygiene Compliance

Nurses on 5K took a positive reinforcement approach.

Cardiology for the Primary Care Physician

Register for the Dec. 1 event at DeSales University.

Phantoms Holiday Skate Party

Tickets are not required for this fun Dec. 9 event.

Print Your
Turkey Toss
Certificate

[Learn More](#)



PRIDEpoints

Open Enrollment
Will Close
Nov. 9

[Learn More](#)

Open
Enrollment
Oct. 22–Nov. 9

LVHN 3rd on
Most Wired
Hospitals List

[Learn More](#)



LVHN news

He Beat the Odds on "Widow
Maker" Heart Attack

Coming Out to Your Doctor as
an LGBTQ Patient

Flu Season Tips

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

Four LVHN Hospitals Ace Patient Safety, Get 'A' Grades from Leapfrog

by [Rick Martuscelli](#) · November 8, 2018

The grades are in. LVH-Cedar Crest, LVH-Muhlenberg, LVH-Hazleton and LVH-Pocono each received an 'A' grade on the Hospital Safety Grade report from The Leapfrog Group for fall 2018. The ratings reflect how well hospitals protect patients from accidents, errors, injuries and infections. The Safety Score is designed to give the public information that is useful for choosing a hospital for care.



[1](#)

[Share](#)

Our LVH-Schuylkill locations continue to monitor opportunities in several areas, including Computerized Physician Order Entry (CPOE) and physician staffing in the ICU, and anticipate improvement in their score for the spring report. Recent progress in two infection categories also will be considered in Leapfrog's spring reporting period.

LVHN's hospitals are among 855 in the country awarded an 'A' grade for efforts in protecting patients from harm and meeting the highest safety standards in the U.S.

"The 'A' grades for this important measure of quality reflect the dedication and commitment of all our colleagues—physicians, nurses and many, many others—to ensure that the safety of our patients always comes first," says Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer. "This safe

environment is conducive to the high-quality care patients expect and deserve.”

Developed under the guidance of a National Expert Panel, the Leapfrog Hospital Safety Grade uses 28 measures of publicly available hospital safety data to assign grades to more than 2,600 U.S. hospitals twice per year. The Hospital Safety Grade’s methodology is peer-reviewed and fully transparent, and the results are free to the public.

Full grade details and patient tips for staying safe in the hospital are available at hospitalsafetygrade.org and by following the Leapfrog Hospital Safety Grade on Twitter and Facebook.

Big News is Coming – VIDEO

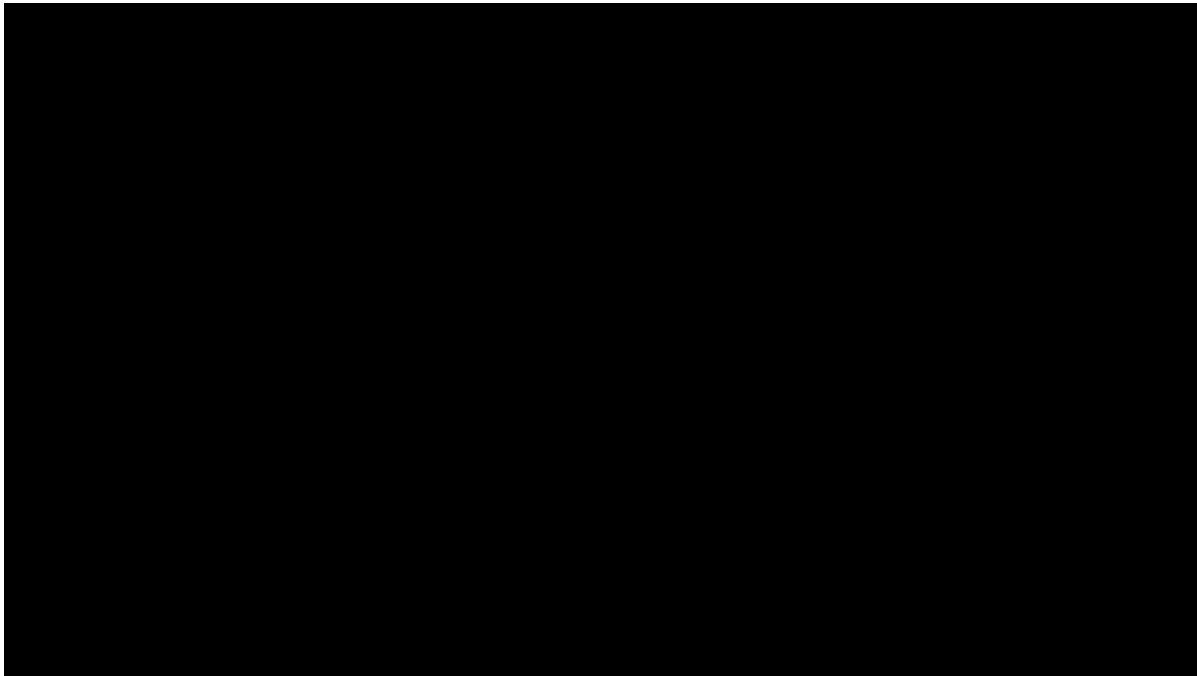
by [Rick Martuscelli](#) · November 8, 2018

People are talking. Especially kids. Why? Big news is coming about Lehigh Valley Children's Hospital.

3

Share

You'll be seeing this TV commercial and billboard.





Wondering what the secret is? You'll have to wait to find out.

99-Year Old Veterans Sings ‘God Bless America’ at LVHN’s Veterans Day Celebration- PHOTOS

by [Emily Shiffer](#) · November 8, 2018

Colleagues celebrated the 100th anniversary of Veterans Day by honoring those who have served in the military. The live event was held in the LVH-Cedar Crest auditorium and simulcast to all campuses on Thursday, Nov. 8.

[6](#)

[Share](#)



The event featured remarks by LVHN President and CEO Brian Nester, DO, MBA, FACOPE, and a flag ceremony recognizing veteran colleagues from each branch of the military.



The highlight of the event was the singing of “God Bless America” by 99 year-old World War II veteran Ray Mohr.



Lynn's Turn: Let's Honor Our Colleague Veterans

by [Admin](#) · November 6, 2018

At LVHN, we respect the diversity and inclusivity of our workforce. During our Colleague Engagement Survey, colleagues said these are among the characteristics that make LVHN a great place to work and grow.

One important group among our exceptional team is our veterans. Nearly 450 colleagues are veterans. The knowledge and dedication they contribute to LVHN help make our health network outstanding.

As we celebrate Veterans Day in November, this is a perfect time to recognize colleagues who have served our country, and continue to serve patients and families in our communities. We welcome veterans, who because of their service and experience, bring unique professional skills, leadership styles and cultural values to our health network.

Here are some things you can do to honor our veteran colleagues on Veterans Day and all month long.

- **Strike up a conversation with a veteran.** Ask about his or her service. Every veteran has a unique story. The story about their military service likely influenced them in significant ways. They may have lessons to share that can positively influence our work at LVHN.
- **Ask colleagues if they have loved ones who have served or are serving.** If they do, thank both the colleague and the family members for serving our



□ 4

□ [Share](#)

country.

- **If you're a veteran, consider reaching out to patients who are veterans.**

The moral support you can provide will be invaluable. Many veterans are comforted by simply being with another veteran; someone with whom to share a story.

Our veterans have given so much. That is why LVHN vows to support them and help them live the best life possible. Here are ways we support veterans.

- [Our Veteran Health Program](#) addresses the potentially unique circumstances of men and women who have performed military service. The staff at our Dick and Peggy Fleming Military and Veterans Resource/Information Center (MAVRIC) are professionals knowledgeable in veteran care and versed in veterans' health care needs.
- Every year, we host a Veterans Day ceremony. We will do so again on Nov. 8. [Get the details.](#)
- We also host special recognition events for our veterans, such as the [Veterans Breakfast scheduled for Nov. 10 at LVH–Schuylkill E. Norwegian Street.](#)
- [At the Hackerman-Patz House](#), our family lodging center on the campus of LVH–Cedar Crest, we acknowledge and honor veterans who are guests of the facility to help make their stay a little more pleasant.

To our veteran colleagues, I offer sincere thanks. Words alone cannot express our gratitude for all the sacrifices you have made in defense of our freedom, and all you continue to do to make LVHN great.

To all our colleagues, thank you for your support of our veterans. Our veterans deserve to have health care professionals just like you providing the care they need; people who are “Amazing. Everyday.”

Have a story to share about a veteran in your life? Share it below so we all can be inspired by these heroes.

Regards,
Lynn



Lynn Turner

About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

Attendance and Bereavement Policies Updated; Search and Relationship Policies Created

by [Rick Martuscelli](#) · November 7, 2018

We listened to the answers you provided during the Colleague Engagement Survey and took action. The latest steps we've taken to make LVHN an even better place to work and grow involve our attendance, bereavement, relationship and search policies. Read about these policies below.

Attendance policy

The attendance policy has been updated to include emergency paid time off (EPTO) for all colleagues (except where precluded by language contained in a collective bargaining agreement). The EPTO policy allows you to take “unscheduled approved paid time off for unforeseen circumstances incurring an occurrence for the absences.” For example, you may choose to take EPTO to take care of a sudden family emergency or unexpected problem at your home. The EPTO policy does not add hours to your bank of PTO hours. Your supervisor must authorize the use of EPTO as he or she would any other unscheduled time out of the department. You are permitted to have two EPTO occurrences over a 12-month period.

Bereavement policy

No amount of time off can minimize the grief associated with the death of a family member. To more completely support colleagues, the bereavement policy was updated to include a domestic (unmarried) partner as an immediate family member.



□ 4

□ Share

Colleagues can take paid time off (PTO) for the death of a domestic partner's immediate or extended family. [Read about additional revisions that were made to the bereavement policy earlier this year.](#)

Search policy

Keeping colleagues safe is our top priority. To help ensure your safety, LVHN created a new search policy. The policy outlines LVHN's right to conduct searches when deemed necessary to protect the security of the health network and the safety of our colleagues, patients and visitors. The policy states when a search could be performed, who will conduct the search and how it will be done.

Relationships in the Workplace policy

The Relationships in the Workplace policy was created to provide a work environment where colleagues are professional, respectful and treated fairly. To prevent any potential conflicts of interest or favoritism, colleagues must maintain clear boundaries between personal and professional relationships. This includes the employment of relatives as well as consensual intimate personal relationships.

Learn more about the other policies that were recently updated.

- [Dress code](#)
- [Social media](#)
- [Solicitation](#)

To read any LVHN policy, visit PolicyTech which is accessible from your SSO Toolbar.

Get 20 Percent Off LVHN Knit Hats, Scarves and Headbands

by [Emily Shiffer](#) · November 7, 2018

Now you can shop for LVHN-branded apparel and merchandise at a discounted price in our gift shops and online. Each month, a new item will be featured.

1

[Share](#)

Discounted apparel in November is the LVHN knit hats, scarves and headbands.



Regularly \$15, they are all now on sale for \$12.



There isn't a promo code; it's already reduced in stores and online when you click the "November Special" image.

To shop, visit the [LVHN Shop](#).

Epic Upgrade 2017 Go-Live Success

by [Tina Vo](#) · November 6, 2018

Early Sunday morning, all LVHN locations that use Epic successfully went “live” with updated applications as part of Epic Upgrade 2017. Colleagues who work at LVPG–Schuylkill and LVPG–Pocono locations experienced their first Epic upgrade since their practices and other locations transitioned to the electronic health record (EHR) system.



Brian Thompson, Sharyn Evans, Emily McCormick and Margie Lavin at Epic 2017 Upgrade Command Center

□ 3

□ Share

Command center support

To ensure all Epic-connected inpatient and outpatient locations are supported during this upgrade, the information services (I/S) team has a fully-staffed, 24/7 command center located in downtown Allentown at LVHN–Three City Center.

Command center staff include:

- Analysts who support each application
- Medical informatics/CMIO group
- Clinical leadership
- I/S Support Center leadership

This team will continuously monitor the EHR system, obtain status assessments, provide systematic problem-solving, and answer provider and end user questions, as needed.

The command center is slated to be open through Nov. 16.

How to reach support

Should you have problems or questions about changes associated with the Epic upgrade, please call I/S Support at 610-402-8303. The team is available around the clock for your support.

Epic thanks

The Epic team extends its thanks to all who helped prepare for go-live, as well as those who are providing support during this “live” phase. Thanks also to all our colleagues who are adjusting to new functionality while still ensuring patients enjoy a seamless and positive patient experience.

Review Special Edition Epic Flash with details about Epic 2017 Upgrade. It's in your email or [read it here](#).

LUCAS Devices Purchased for LVHN Hospitals – PHOTOS

by [Wendy Kaiser](#) · November 6, 2018

As part of the launch of Lehigh Valley Heart Institute's Cardiogenic Shock program, four LUCAS devices were purchased for the emergency departments at LVH–

Schuylkill, LVH–Hazleton, LVH–17th Street and the cardiac catheterization laboratory at LVH–Pocono. See photos below. The devices were delivered to the hospitals this week by Bryan Nelson, Program Coordinator for the Regional Cardiogenic Shock program.

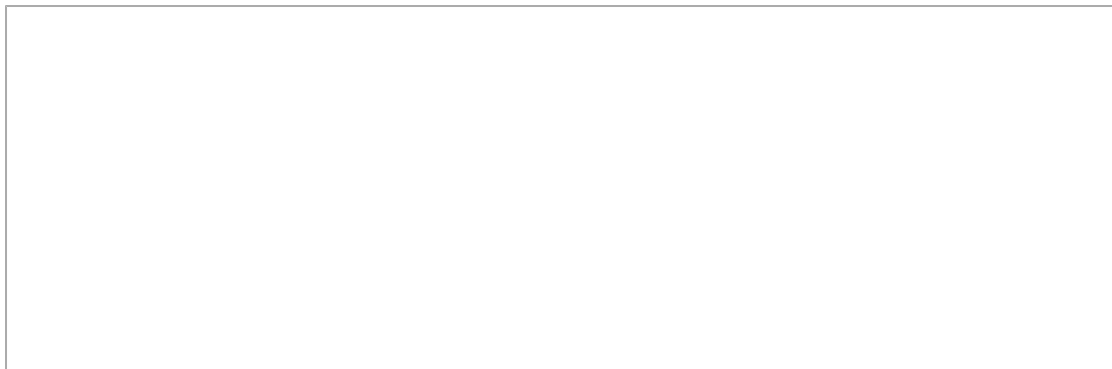
The LUCAS mechanical chest compression device provides external and automated chest compressions (CPR) on patients experiencing cardiac arrest. The \$62,000 investment from Lehigh Valley Heart Institute's technology fund allows providers to provide high-quality, consistent compressions to patients experiencing sudden cardiac arrest as they are moved within the hospital and in the event a patient requires a transport to another hospital within the health network.

Without a LUCAS device, sustaining life-saving circulation is performed through traditional, manual means. It is resource intensive and physically demanding for those performing CPR, and moving patients while performing CPR can be logistically difficult.

A LUCAS device allows providers to overcome many logistical challenges, particularly in patients requiring emergent invasive procedures such as percutaneous coronary intervention in a cardiac cath lab.

□ 2

□ [Share](#)





◀ Back

Picture 1 of 4

Next ▶

Spotlight on Evidence: Increasing Hand Hygiene Compliance

by [Jenn Fisher](#) · November 6, 2018

Hand hygiene is a critical component in patient care, still it is not universally performed upon every encounter with a patient. Nurse residents explored the use of Hand Hygiene Champions to positively reinforce observed hand hygiene compliance and provide coaching to those who were not following protocol.



Kadie Bechtel, BSN, RN, Jon Carlos González, BSN, RN, Megan Toro, RN

□ 1

□ Share

Project: *Can Hand Washing Champions Increase Hand Hygiene Compliance?*

Authors: Kadie Bechtel, BSN, RN, Jon Carlos González, BSN, RN, Megan Toro, RN

Background

- In March, 2018, HHC on 5K via the LVHN secret shopper program was 60%.
- Hand hygiene compliance is a Joint Commission National Patient Safety Goal (NPSG.07.01.01) and must be adhered to 100% of the time.

Project Purpose (PICO Question)

For all nursing staff on 5K medical-surgical unit, does the multimodal approach of direct observation, coaching and positive reinforcement increase hand hygiene compliance (HHC?)

Evidence Highlights

- Clean hands are the single most important factor in preventing the spread of

pathogens and antibiotic resistance in healthcare settings. (Centers for Disease Control and Prevention, 2016)

- Role models help drive and promote hand hygiene compliance. (Johnson, Kaehler, Siska, Lecy, & O'Neil, 2011)
- Psychological frameworks of behavior change demonstrate significant potential for predicting hand hygiene behavior and informing interventions to improve hand hygiene compliance. Coaching and positive reinforcement are included as interventions of psychological frameworks of behavior change. (Srigley, et al., 2015)

Implementation

- Nurse residents completing this evidence-based practice project selected licensed and unlicensed 5K staff to be Hand Hygiene Champions (HHCHs).
- From March 20 – April 30, 2018, the HHCHs observed staff entering/leaving patient rooms and provided positive reinforcement (chocolate candy) for HHC, and friendly coaching for noncompliance.

Results

- In May, 2018, HHC on 5K via the LVHN secret shopper program was 90%.
- All staff being coached were recorded on a data collection tool as being receptive and open to HHCH feedback.

Action

- The 5K Practice Council is considering the continued utilization of HHCHs.

Magnet SOE

NK3

Cardiology for the Primary Care Physician

by [Admin](#) · November 7, 2018

Cardiology for the Primary Care
Physician

Saturday, Dec. 1, 7:30 a.m.-noon
University Center at DeSales
2755 Station Ave., Center Valley,
Pa.

The event is co-sponsored by
Philadelphia College of Osteopathic
Medicine. Funding is provided by
the Walter M. May and A. Hazel
May Endowed Chair for Excellence
in Cardiology.



[□ Share](#)

Program Objectives

As a result of this program, participants should be able to:

- Identify common and novel EKG patterns.
- Describe features of CAD unique to women.
- Articulate the important findings in an imaging report.
- State the interventions available for management of atrial fibrillation.
- Compare the interventions available in the cath lab for management of vascular or valve disease.
- Review the indications for specific tests and interventions when diagnosing and treating coronary artery disease.
- Detect venous disease and how to manage it.
- List the common etiologies of vascular disease and how to improve outcomes.

Target Audience

Primary care physicians (both MD and DO), and advanced practice clinicians in

primary care

Registration

Registration is required and free.

Registration deadline: Wednesday, Nov. 28

To complete online registration, go to LVHN.org/CME-Cardiology. You will receive an email confirmation of your registration. Please keep this information since it contains your receipt and instructions in case you need to cancel. LVHN colleagues, please bring your LVHN badge the day of the event.

Presentation Format

Each presenter will include case presentations and a didactic lecture. Speakers will respond to audience questions within their time frame.

Conference Agenda

7:30-8 a.m. Registration, breakfast

8-8:15 a.m. Opening remarks and audience response pre-test

Robert Biggs, DO, Practice Leader, LVPG Cardiology–Muhlenberg

8:15-8:40 a.m. EKG Interpretation – Going Beyond the Basics

Larry Jacobs, MD, LVPG Cardiology–1250 Cedar Crest

8:40-9:05 a.m. Coronary Disease in Women – Is the Strategy Different?

Jennifer Stephens, DO, Chief Medical Officer, Lehigh Valley Physician Group

9:05-9:30 a.m. Imaging Basics – What to Look for in the Images and Report

George Persin, DO, LVPG Cardiology–Muhlenberg

9:30-9:55 a.m. Stroke Prevention in AFIB – Is the Management the Same for All

Now?

Babak Bozorgnia, MD, LVPG Cardiology–1250 Cedar Crest

9:55-10:10 a.m. Coffee break

10:10-10:35 a.m. Cardiac Interventions in the Cath Lab – What Can You Tell Your Patients

Paul Hermany II, MD, LVPG Cardiology–Muhlenberg

10:35-11 a.m. Evaluation and Management of Coronary Artery Disease – Who Benefits from What Test and Interventions

Nidhi Mehta, MD, LVPG Cardiology–Muhlenberg

11-11:25 a.m. Venous Disease from Basics to What Not to Miss

Bryan Kluck, DO, LVPG Cardiology–1250 Cedar Crest

11:25-11:50 a.m. Vascular Disease: Medical Evaluation and Management

Nadeem Ahmad, MD, LVPG Cardiology–Muhlenberg

11:50-11:55 a.m. Audience response post-test

Nidhi Mehta, MD, LVPG Cardiology–Muhlenberg

11:55-noon Closing remarks

Ron Freudenberger, MD, MBA, Physican-in-Chief Lehigh Valley Heart Institute

Phantoms Holiday Skate Party is Dec. 9

by [Rick Martuscelli](#) · November 8, 2018

As a colleague of LVHN, a founding partner of the Lehigh Valley Phantoms, you are invited to a special event.

The Lehigh Valley Phantoms Founding Partner Holiday Skate Party will be held Sunday, Dec. 9, from 12-3 p.m. at the PPL Center.

Tickets are not required for this event. Simply show up and enjoy. Guests also are welcome.

You are encouraged to bring your own skates. There will be cookies, hot chocolate, coffee and more.

[1](#)

[Share](#)

