

## Flu Shot Deadline: Nov. 23

The final flu shot clinic is Monday at LVH–Cedar Crest.

## Terry's Take: Season of Giving and Caring

Colleagues take compassion and care to a new level.

## Meet November's Service Star

Lori Quick saves a woman facing a medical emergency.

## Research Scholar Program Needs Mentors

The deadline for project applications is Dec. 1.

## A Day in the Life of a Community Care Team

They reduce high-risk patient admissions and ED visits.

## United Way Winners – Week Seven

All campaign donors can win exciting prizes.

## Staff Notice: Magnet® Site Visit

Review the ways you may submit comments.



### [Read Lehigh Valley Health News](#)

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



## Flu Shot Deadline: Monday, Nov. 23

BY [RICK MARTUSCELLI](#) · NOVEMBER 20, 2015

Monday is your last chance to get a flu shot. The final all-day flu shot clinic will be held:

**Monday, Nov. 23, 6:30 a.m.-6:30 p.m.**

**LVH–Cedar Crest, Kasych Family Pavilion first floor hallway**

**The nasal spray version of the vaccine will be available at the clinic.**

If you were not vaccinated at an LVHN employee health clinic, in employee health or by a peer vaccinator, you must fax or send vaccination documentation to employee health services. If you were vaccinated by your primary care physician, you can print and send your MyLVHN record to employee health services. The fax number for employee health services is 610-402-1203.

Colleagues with patient contact must be vaccinated by Nov. 23, unless an exemption request (valid medical or religious reason) was submitted and approved. All other colleagues have until Nov. 23 to be vaccinated or submit a declination form.



If you have questions about vaccination documentation, please [email Elizabeth Oberlander](#) or call 610-402-9152.

Tags: [Employee Health](#) [Flu](#) [Flu Shot Clinic](#) [Influenza](#) [Vaccination](#)

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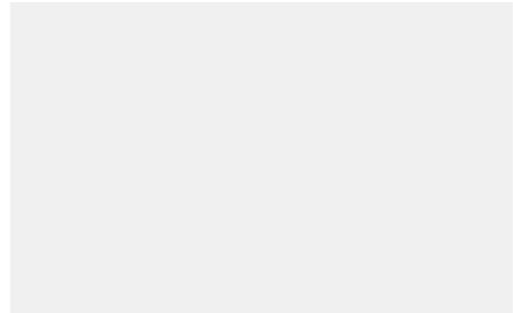
## Terry's Take: Season of Giving and Caring

BY [TERRY CAPUANO](#) · NOVEMBER 17, 2015



It is that time of year again, when our thoughts turn to the holidays and all the associated pressure and good times that come with them. With the season, it is a time of family and friends, social activities and religious services, and shared meals and festive traditions.

I know, for many, you think of family and loved ones no longer with you. Our thoughts also turn to those less fortunate, apparent in the number of “giving” activities throughout the network such as tree decorations and delivery, and adoption of families. Every day I see evidence of your kindness and caring toward others in our community. I thank you for all you do in your roles within the network which ultimately benefits the service we provide to the community.



May you be blessed with the spirit of the season and have kindnesses that you share returned to you or paid forward.

Happy Holidays!



*Throughout the year, but especially during the holiday season, I thank you for all you do.*



*Terry Ann Capuano*

**ABOUT ME:** My name is Terry Capuano, RN and I am the executive vice president and chief operating officer at Lehigh Valley Health Network (LVHN). I have worked at LVHN for 30 years, serving as COO for the last five years. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the network. [Learn More](#)

Tags: [#LVHNThanksYou](#) [Holiday Season](#)

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23 OCT, 2015

## Service Star of the Month – November 2015

BY [SHEILA CABALLERO](#) · NOVEMBER 19, 2015



## Lori Quick, PA-C

Certified physician assistant Lori Quick, PA-C, made a routine phone call to a physician's office that turned out to be anything but routine. Quick was attempting to reconcile a patient's medication when she dialed the office and told the secretary she needed to check a patient's medication. Surprisingly, the secretary hung up on her. Assuming it was an honest mistake, Quick dialed a second time and the woman promptly hung up again. Quick's instincts told her something was wrong, so she called again and asked the secretary if she remembered getting her previous phone calls. She didn't.

Quick's professional training and instincts kicked in as she began questioning the woman about her medical problems. As they talked, she learned the woman has diabetes and is on insulin. Appearing confused and unable to answer simple questions, Quick became concerned about the woman's wellbeing. Even more alarming, the woman was alone in her office.

Quick attempted to intervene by making a phone call to the woman's husband. When that call went unanswered, Quick dialed 911 while another colleague obtained the address of the doctor's office. She alerted the dispatcher that the woman might be having a stroke and to send an ambulance.

Within minutes, the phone in Quick's office rang. It was the secretary. The woman explained that Quick's questions prompted her to check her blood sugar, which turned out to be extremely low (39). After eating a candy bar, she was now feeling fine.

While anyone else might have given up on the second hang up, Quick made certain the woman got the help she needed. "The woman was alone in her office and could have become unresponsive," says nominator Amy Pena, PA-C. "Because of Lori's compassion and professionalism, there's a happy ending."

### Next Steps

[Nominate a Service Star.](#)

Congratulate these nominees:

- **Margaret "Gretchen" Van Velsor, RN, intensive care unit, LVH–Muhlenberg**

Van Velsor helped fulfill a seriously ill patient's final requests to enjoy dessert and wine while surrounded by her family and a photo of her late husband before she transitioned to comfort care.

- **Lisa Mauger-Kulp and Matthew Weintraub, RN, MedEvac**

These MedEvac colleagues assisted members of the Reading Police Department when their K-9 police dog was injured during an investigation and needed to be transported to an emergency veterinary hospital in Philadelphia.

- **Kirsten Panik, bed management, LVH–Cedar Crest**

Panik is smart, organized, professional and always willing to cooperate. She goes above and beyond in her duties.

- **Samantha Koehler, transitional skilled unit**

Koehler has an exemplary work ethic. She takes pride in her responsibilities and helps residents understand the information on their communications board. She always wears a smile and is always ready to help.

- **James Saul, facilities and construction**

Saul has a positive personality that is contagious. He is dedicated to his family, work and community service,

often working nights and weekends at a geriatric home. Recently he was named the project manager for the Fleming Memory Center, a role that blends his interests and compassion for people with dementia.

- **Kevin Kulp, Epic**

Kulp was a newly credentialed Epic change manager when he was named to the conversion team and built the entire subsystem from scratch. He enforces policy to ensure system stability, security, consistency and customer privacy.

- **Daniel Bitetto, MD, hospitalist program, LVH–Cedar Crest**

Bitetto demonstrates the very best qualities of a leader. He is humble, friendly, unbiased, a teacher and the ultimate professional.

- **Epic ambulatory team, information services**

The team worked long hours, including weekends, to support the success of the new Epic system. During implementation, there were as many as 700 support tickets in the queue. Two weeks after Go Live, there were as few as 50 tickets in the queue.

- **Richard Bowers, information services**

Bowers is a great mentor, a knowledgeable project manager and an excellent information technology resource. He interacts with his project team in a professional manner and provides excellent leadership.

- **Emely Ortega, Lehigh Valley Physicians Practice–Specialties**

Ortego is the embodiment of PRIDE behaviors. She wears a cheerful smile, has a positive attitude and displays sincere empathy toward everyone she encounters. She frequently leads “lunch and learns” on communication, processes and professional development and is a wonderful role model for colleagues.

- **Anna Corl, RN, 6K**

Corl is the go-to person on 6K for all policy and nursing skill questions. She makes colleagues and patients feel safe and comfortable. She often mentors new nurses and longtime colleagues by providing support and encouragement as they learn new skills.

- **LVPG Pediatric Gastroenterology–1210 Cedar Crest team**

Colleagues used their own time, money and talent to create a carnival night for pediatric patients and their families living with inflammatory bowel disease. The event allowed children and families to meet, get support and learn from others with the same condition through a fun and memorable night with their medical team.

- **Timothy Kelly, RN, nursing float pool, LVH–Cedar Crest**

Kelly displayed professionalism and empathy when a family member needed more than the usual amount of time to get her questions answered and alleviate her concerns.

- **Cathryn Chaszar, ultrasound, LVH–Muhlenberg**

Chaszar was the on-call ultrasound tech when the emergency department needed an urgent vascular study and couldn't reach the on-call vascular tech due to a scheduling mix-up. After completing the first study, a second patient needed one. She completed that study too and even offered to stay overnight in case she was needed again.

- **James Johnson, respiratory care services, LVH–Cedar Crest**

Johnson is an excellent respiratory therapist and a talented musician who loves to make children smile. Recently, he stayed after his shift to play his guitar for a pediatric patient in the pediatric intensive care unit.

- **Rose Mott, emergency department registration, LVH–Cedar Crest**

Mott was a super user during the Epic rollout. She cheerfully gave her own time at the end of her shift to answer colleague questions and help them complete their required 50 registrations.

- **Kim DeLuca and Mary Cipolle, inpatient diabetes**

DeLuca and Cipolle counseled a patient with diabetes who lost his job and his home, and needed educational

assistance. The man went from feeling hopeless, homeless and suicidal to having hope for the future due to their intervention and ongoing concern for his wellbeing.

- **Lehigh Valley Health Network Via Marathon medical team**

A multidisciplinary team of volunteers was staffing the medical tent at the marathon when a runner suddenly collapsed after crossing the finish line. The man didn't have a heart beat and was unconscious. The team provided rapid assessment, identified the cause as ventricular fibrillation and defibrillated the man within minutes to save his life.

- **Helen Romero, RN, emergency department, LVH–Cedar Crest**

Romero was the core triage nurse on duty at the ED when a young, homeless family with a one-year-old child requested assistance finding a home for the night. None had a medical emergency. Romero called local homeless shelters without success. She then booked and paid for a hotel room and gave the family a list of local shelters to call in the morning.

Tags: [Lori Quick](#) [Service Star](#)

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Service Star of the Month – September 2015

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Service Star of the Month – August 2015

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## Research Scholar Program Needs Mentors

BY TED WILLIAMS · NOVEMBER 18, 2015



*LVHN Research Scholars 2015*

Mentors are still needed to take on a number of college students who will be participating in the 2016 Research Scholar Program this summer.

The program, which runs from June 6 through July 29, provides research opportunities for undergraduate students and offers valuable assistance to LVHN departments and practices on any number of research and quality

improvement projects. The deadline for project applications is Dec. 1. Each year we have significantly more student applicants than projects, but this year there are fewer opportunities than usual for these bright, motivated students.

The scholars would be available to all departments and practices, regardless of whether the project focuses on medical research or some other project relevant to LVHN. Student work schedules would be flexible depending on needs and scheduling.

Please consider utilizing one of these fine students for an upcoming project. For more information and to see last summer's Research Scholar Program projects, visit [LVHN.org/researchscholar](https://LVHN.org/researchscholar). Email [Diane Leuthardt](mailto:Diane.Leuthardt@lvhn.org) or call 610-402-2566 for project application information.

Tags: [Diane Leuthardt](#) [Research Scholar Program](#)

## A Day in the Life of a Community Care Team

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

At LVHN, our vision is to become a population health leader. Community Care Teams (CCTs) help bring our vision to fruition.

CCTs specialize in providing a multidisciplinary approach in caring for patients with multiple chronic conditions, as well as socio-economic and behavioral health issues, in coordination with primary care and specialty clinicians.

“Our team helps patients at risk manage their chronic diseases and links them with the resources and support they need,” says population health director Kay



*(L-r) Ambulatory care manager Angela Giordano, BSN, RN, clinical pharmacist Barb Dubyk, BS Pharm, RPh, social worker Angela Sirak, MSW, LSW, care manager Sharon Kloiber, BSN, RN, and behavioral health specialist Lauren Dennelly, MSW,*

Werhun, DNP, MBA, RN. "This keeps patients well and allows them to manage their disease process at home while preventing unnecessary hospitalizations or emergency department (ED) visits."

Our CCTs currently support 26 primary care and specialty practices in five counties, and soon will expand to 30 practices. Each team includes:

- Registered nurse care manager – Educates patients, reviews discharge instructions and medication list, ensures doctor's appointments are made and identifies barriers to care
- Clinical pharmacist – Ensures appropriateness, effectiveness and safety of all medications, consults and collaborates with providers about disease state management, and educates patients about medications and related disease states
- Behavioral health specialist – Provides brief therapeutic interventions and referrals to outside mental health treatment providers for ongoing care and psychiatric triage
- Social worker – Completes a comprehensive psychosocial assessment used by social services to coordinate a plan to address barriers and provide support

To identify patients at risk and in need of services, CCT members use a combination of clinical and claims data from Epic and Populytics. Patients typically have these characteristics:

- Three or more abnormal clinical indicators
- Five or more chronic conditions
- Seven or more medications
- Two hospitalizations or ED visits within 180 days

Team members call these patients, discuss their medical history and establish a relationship.

Each team member carries a laptop computer, cellphone and iPad, which can be used to access interpreter services and patient education materials. "CCTs have access to videos that teach patients about their chronic conditions, such as diabetes or COPD, in a format that is easy to understand," says education consultant Victoria Chestnut, BSN, RN.

A CCT is an extension of a primary care practice. Team members have the autonomy to update patients' medical records so care decisions are based on the newest information. Patients even have team members' work cellphone numbers so they can call when they have questions or concerns.

Since CCTs began at LVHN in July 2012, we have reduced high-risk patient admissions by 48 percent and high-risk ED visits by 23 percent. Now we're taking CCTs to the next level by adding another person to the team.

The CCT that supports LVPG Internal Medicine–Muhlenberg includes ambulatory care manager Angela Giordano, BSN, RN. "I help prevent low-risk patients from becoming high-risk," Giordano says. "I provide education and ensure patients take medications properly, have transportation to their appointments and do everything they're supposed to."

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## Our Latest United Way Campaign Prize Winners—Week Seven

BY [GERARD MIGLIORE](#) · NOVEMBER 20, 2015

Our annual LVHN United Way campaign runs through Nov. 30. This year's theme is "Be Someone's Hero." Your donation will help the United Way of the Greater Lehigh Valley support vital community-based programs that focus on education, food access, healthy aging and emergency services.

Each week, colleagues who donate are entered into a drawing for a variety of exciting prizes. Don't fret if you don't win. Your name will automatically be entered into the following week's drawing. Below is the list of winners for week seven.



Name	Department	Prize
Jennifer L. Rader	LVPG Cardiology- Cedar Crest	2016 Entertainment Book
Nancy J. Kinzli	Rehab Services – Muhlenberg	LVHN Gift Shop Holiday Basket
Charlotte M. Kramlich	LVHN Home Health & Hospice	8 Hours PTO
Vicky A. Delgrosso	ED Registration – Muhlenberg	\$20.00 Sodexo Gift Card

Barbara J. Kozak	RHC Medical	\$20.00 Sodexo Gift Card
Catherine H. Yotter	Revenue Cycle Coordinator	6 Month Assigned Parking Spot at Mack Blvd.
Karen Erdman	Patient Receivables Office	6 Month Assigned Parking Spot at Mack Blvd.

Next week, those who donate have a chance to win an assigned parking spot at Mack, LVH-Cedar Crest, or LVH-17th Street, a 2016 Entertainment Book or 8 hours of paid time off (PTO).

You can give to the campaign by clicking the United Way icon on your SSO toolbar. *(Please note: To donate to the United Way, you must click the “United Way” icon. If the icon does not appear, refresh your toolbar under the “Options” drop down. The “Give Now” icon is for colleagues to donate to Lehigh Valley Health Network.)*



Tags: [Donate](#) [United Way 2015](#)

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## Week Eight

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## Week Six

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## Our Latest United Way Campaign Prize Winners– Week Five

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## Staff Notice: Magnet Recognition Program® Site Visit

BY [JENN FISHER](#) · NOVEMBER 19, 2015

As LVHN prepares for the Magnet® appraiser team site visit in January 2016, the American Nurses Credentialing Center has asked that we provide the following information to all colleagues. Please review the ways you may submit comments as part of the Magnet redesignation evaluation process.

If you have any questions regarding the Magnet site visit, please contact the [Center for Professional Excellence](#) at 610-402-1704.

### STAFF NOTICE MAGNET RECOGNITION PROGRAM® SITE VISIT

- Your organization has applied to the American Nurses Credentialing Center (ANCC) Magnet Recognition Program® for re-designation of the prestigious Magnet designation. This designation recognizes excellence in nursing services.
- You have an opportunity to participate in the evaluation process and are encouraged to do so. We will be coming to your hospital, **January 4, 5, 6 and 7, 2016**, for a site visit.
- Comments may be faxed or e-mailed to the Magnet Program Office prior to the site visit. **All phone**

**comments to the Magnet Program Office must be followed up in writing.** Your comments are confidential and never shared with anyone in your organization. If you choose, your comments may be ANONYMOUS, but must be in writing.

- There will also be time set aside to speak with the appraisers during the site visit:

Date: Tuesday, January 5, 2016

Time: 11:00 – 11:45 a.m.

Location: John and Dorothy Morgan Cancer Center, Conference Rooms 1 A/B

- Your comments must be received by **December 25, 2015**.

Phone: 866-588-3301 (TOLL FREE)

Fax: 301-628-5217

E-Mail: [MAGNET@ANA.ORG](mailto:MAGNET@ANA.ORG)

Write: American Nurses Credential Center

Magnet Recognition Program

8515 Georgia Avenue, Suite 400

Silver Spring, MD 20910-3492

- Your organization has submitted written documentation for the appraisal team to review. That information is available to you for review at: [LVHN.org/MagnetVisit](http://LVHN.org/MagnetVisit).\_\_\_\_\_

Tags: [American Nurses Credentialing Center](#) [ANCC](#) [Magnet](#) [Magnet Visit](#) [Mission 4 Magnet](#)

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