

Jan 21-25

[Support During Government Shutdown](#)

LVHN is freezing billing for those affected.

[Welcome New Colleagues](#)

LVH-Hazleton welcomes new colleagues in January.

[Leadership Rounds Scheduled](#)

LVH-Hazleton leaders want to hear from you.

[LVHN-Hausman Road Opens Jan. 28](#)

It provides access to musculoskeletal services.

[Service Excellence Awards – Photos](#)

Meet colleagues recognized for efficiency and innovation.

[Volunteer Community Service Awards – Photos](#)

These colleagues represents LVHN well.

[Furthering Dr. King's Legacy](#)

Lynn Tuner encourages us to advance his vision.

[Cirque de Soleil Tickets](#)

Show is coming to PPL Center June 30.

[DOE Intranet Sites Consolidated](#)

There's now a one stop shop for education needs.

Expansion Project

[Learn More](#)



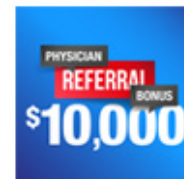
January's Service Star

[Learn More](#)



Physician Referral Bonus Offered

[Learn More](#)



LVHN news

Treatment for Enlarged
Prostate

How Moms Get Pre-baby
Bodies Back

New Mom Overcomes
Preeclampsia

LVHN Will Freeze Billing for Services for Government Workers Affected by the Partial Shutdown

BY [BRIAN DOWNS](#) · JANUARY 24, 2019

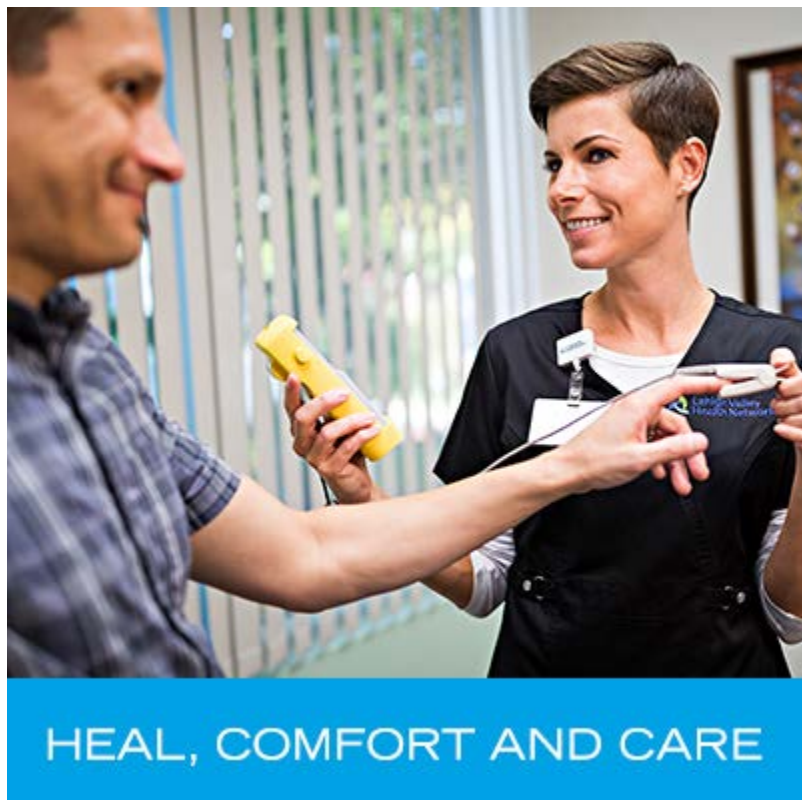
LVHN is taking its mission to heal, comfort and care for the community one step further during the federal government shutdown by announcing the health network will place a hold on the medical bills of any patient who is a government employee and impacted by the partial shutdown. The shutdown began at midnight, Dec. 22, 2018 due to a lapse in federal funding.

“We have notified collection agencies and customer service agencies about our decision to try to assist government employees and their families who are burdened because they are not being paid during the shutdown,” says Jeffrey Hinkle, Vice President, LVHN Patient Financial Services.

Patients affected by the shutdown will be given a 45-day delay in paying their bills once the shutdown ends. For example, if the shutdown were to end Feb. 1, patients would not be billed until mid-March. All health network services would be covered under the delayed billing for these patients.

“Those who have already had services provided can follow up with us and we will include them in the billing delay,” Hinkle says. “Those who are just coming to us for service should identify themselves as a government employee affected by the shutdown and we will make sure they are part of the program to delay billing.”

Patients who have already received care and would like to participate in having their billing delayed can contact LVHN Patient Financial Services at 484-884-1300 or 1-844-884-1300.



Welcome New LVH-Hazleton Colleagues in January

BY JANE DANISH · JANUARY 23, 2019

We are happy to welcome these new colleagues to our LVHN family at our health network's facilities in Hazleton.



Pictured in the photo are:

Heather Almeida, LVPG Family and Internal Medicine

Carla Cordingly, LVPG Multi-specialty office

Dellines Cuello, patient registration

Lynsay Finken, imaging services

Destiny Garnett, LVPG Oncology

Fabianny Gomez-Arias, imaging services

Lindsay Guglielmini, nursing

Maria Jaquez, LVPG Pediatrics

Susan Klein, imaging services

Christine Loftus, Family Birth and Newborn Center

Wendy Luzon, imaging services

Joseph Manjack, supply chain

Nicole Matisak, patient registration

Amy McLaughlin, LVPG Cardiology

Cecilia Nemeth, patient financial services

Rachel Palmer, nursing

Lisa Pope, RN, LVPG Oncology

Maria Reyes, respiratory therapy

Harley Williams, PA-C, LVPG Urology

Nicole Youngcourt, RN, nursing

1 [Share](#)

[Print Email](#)

Hazleton Leadership Schedules Rounds With Colleagues Jan. 28-Feb. 8

BY [JANE DANISH](#) · JANUARY 24, 2019

Leadership rounding continues regularly in the clinical and nonclinical departments throughout LVH–Hazleton and Health & Wellness Center. Leadership rounding is an important tool to facilitate positive two-way communication between leadership and staff and to help improve your work environment. It is your opportunity to tell leaders what is on your mind.

Senior leaders will conduct leadership rounds with colleagues during the weeks of Jan. 28-Feb. 8. Colleagues are encouraged to share thoughts, ideas and concerns with a leader when they visit your respective areas. It is through effective two-way communication that we can make a difference in our work place and for our patients.



See when leaders will be rounding in your area.

Jan. 29, 9 a.m.

Department: fifth floor nursing unit

Leader: Michele Roberts

Jan. 29, 10 a.m.

Department: emergency department

Leader: Melissa Curto

Jan. 29, 2 p.m.

Department: third floor nursing unit and ICU

Leader: John Fletcher

Jan. 30, 11 a.m.

Department: Family Birth and Newborn Center

Leader: Murray Swim

Jan. 31, 10 a.m.

Departments: seventh floor nursing unit

Leader: Tony Valente, MD

Feb. 5, 11 a.m.

Departments: hospital first floor

Leader: Melissa Curto

Feb. 5, 2 p.m.

Departments: hospital lower level

Leader: John Fletcher

Feb. 7, 11 a.m.

Hospital Annex Building

Leader: Murray Swim

Feb. 7, 1 p.m.

Departments: Healthy Beginnings and Health & Wellness Center

Leader: Tony Valente, MD

1 [□ Share](#)

[Print Email](#)

LVHN–Hausman Road Brings Multiple Musculoskeletal Services Under One Roof

BY [RICK MARTUSCELLI](#) · JANUARY 23, 2019

When you have an injury or disease affecting your joints, tendons, ligaments, bones or muscles, you want to go to one place that provides all the care you need to get back to living your healthiest life. That's what you'll get at our health network's newest location, LVHN–Hausman Road. Opening on Jan. 28, this new facility is one more way we're giving people convenient access to the health care services they need.

LVHN–Hausman Road is located at 798 Hausman Road, suite 100, in Allentown near LVHN–Tilghman. It brings together multiple LVPG practices and services under one roof, eliminating the need for patients to have to visit multiple locations to get the care they need. The

musculoskeletal center at Hausman Road will create an ideal opportunity for physicians from different specialties to collaborate on the best possible treatments for our patients.

Here is what you'll find inside LVHN–Hausman Road:

- **LVPG Orthopedics and Sports Medicine–Hausman Road.** This brand new practice will be the new home of our total joint replacement team of Eric Lebby, MD, Prody Ververeli, MD, and new surgeon Jonathon Brown, DO. Orthopedic spine physician Jeffrey McConnell, MD, and physiatrist Joshua Krassen, DO, also will be at this practice
- **LVPG Physiatry–Hausman Road.** This is the new name of the practice that is relocating from 1255 Cedar Crest Blvd. and led by Jeffrey Radecki, MD.
- **LVPG Pediatric Physiatry–Hausman Road.** This brand new practice will treat patients needing a pediatric physical medicine rehabilitation physician, and will be led by Liza Green, MD.
- **LVPG Pain Specialists–Hausman Road.** This is the new name of the practice that is relocating



from 1259 Cedar Crest Blvd. It will be led by Bruce Nicholson, MD.

- **LVPG Rheumatology–Hausman Road.** This is the new name of the practice that is relocating from 3080 Hamilton Blvd. It will be led by James Ross, MD, and Kristin Ingraham, DO.

LVHN–Hausman Road will provide X-ray services, as well as a procedures suite where patients can receive lumbar epidurals under fluoroscopy for pain management.

This new location also has room for growth. Plans are in the works to add chiropractic and advanced spine care services at LVHN–Hausman Road in the future.

2 [□ Share](#)

[Print Email](#)

Meet More Service Excellence Award Recipients – PHOTOS

BY [ERIN ALDERFER](#) · JANUARY 22, 2019

LVHN's annual Service Excellence Awards were presented to colleagues across the health network on Jan. 17. This is the second LVHN Daily post featuring the stories of the recipients. Read the first post and congratulate all of the recipients.

LVHN Guldin Award for Efficiency and Innovation in the Physician Practice



LVPG knew it had to put processes in place to ensure its nearly 25,000 patients with diabetes were receiving the best possible care and achieving the best outcomes. So, a multidisciplinary group of more than 20 colleagues met for a two-day rapid improvement event on diabetes care in the ambulatory setting. At the end of the two days, workflows were created for each step of a patient's journey. The team developed an implementation schedule, a clearly defined roll-out plan and a diabetes-specific tracking dashboard. These steps were thoughtfully and strategically created with the patient at the center of each algorithm. The entire team provides education to clinical support staff, reviews workflows, provides guidance and ongoing support, and promotes sustainability of the pathway. The pathway has been successfully implemented in 24 primary care practices to date. LVHN is now also a participant in the American Medical Group Association's Together to Goal Campaign with the goal of improving care for 1 million people with type 2 diabetes.



An exceptional clinician and division chief, James Ross, MD, has made meaningful contributions to LVHN in his multiple roles as a teacher for residents, fellows, medical students and colleagues. During his tenure as Chief of the Department of Medicine, he has served as a role model for other faculty and consistently been acknowledged as one of the Top 20 Teachers. He has helped learners discover the wonder of the art and science of medicine through his unique and passionate style. Ross has also served as a mentor and coach for the SELECT program. He has inspired many students to pursue careers in internal medicine. As a striking testimonial to his impact, Ross was able to entice four of our former residents to return to LVHN as faculty following the completion of their rheumatology training. These physicians not only provide phenomenal care to our patients, like their mentor, they are key contributors to medical education. Ross' legacy is apparent in the new rheumatology fellowship that launched in the department in 2017. He was an advocate for the development of this program and serves as its first program director. The fellowship is a manifestation of his priceless legacy to LVHN, the dream of a passionate and often "unsung hero" in the realm of medical education at LVHN.



Melanie Bendinsky, RN

The best way to describe why Bendinsky received this award is to quote from her nomination. “Mel is my leader at the school of nursing. She manages the school by taking control of our new curriculum and explaining to all of us in detail how everything works. Not only is she a great teacher, she is a great mentor. Since I started working here, she has guided me in a path that has me gaining so much more experience in the teaching environment. Her knowledge and expertise is grand and she makes the work environment fun. Students, colleagues and staff members look up to Mel as a great leader. Her knowledge is powerful and exciting since these students are our future nurses. I am proud to be a part of her team.”

Meet the Volunteer Community Service Award Recipients – PHOTOS

BY [ERIN ALDERFER](#) · JANUARY 24, 2019

As part of our Service Excellence Award celebration, we present Volunteer Community Service Awards. These awards recognize a colleague or team that represents LVHN in the local community. This individual or team demonstrates outstanding commitment in volunteer activities and has shown dedication and philanthropy to an organization, business and/or institution inside or outside LVHN. Meet the recipients of these awards below, as well as other Service Excellence Award winners announced in previous posts on LVHN Daily.

Volunteer Community Service Award Recipients



Every year Emily Mari participates in the American Cancer Society's Relay for Life. She is captain for the Lifesaver team. She attends meetings throughout the year and raises money for this event. Then she spends 24 hours at Relay for Life in Bethlehem. She has done this each year for the past several years. She rallies colleagues at our Muhlenberg and Cedar Crest campuses to assist her, and is driven by her passion for cancer research.



Michael Magruder

Michael Magruder's genuine enthusiasm and commitment to service is infectious. When he shared why he is so dedicated to the United Way campaign, he inspired others to follow in his footsteps. When there's a blood drive, he's the first to sign up, and he encourages others to do the same. He works with the Lehigh Valley Phantoms and volunteers for LVHN booths at festivals and fairs throughout the area. He is a proud representative of our health network, and seeks to not only improve the Lehigh Valley, but also to make our colleagues more engaged citizens.



Stacia Horvath, RN

Stacia Horvath's dedication to Street Medicine demonstrates how passionate she is about making an

impact on those who receive the most benefit. She speaks fervently about her experiences with Street Medicine and proudly portrays PRIDE behaviors, both within and outside LVHN.



Jonathan Goldner, DO

Jonathan Goldner, DO, serves the Pocono community in many capacities, including as the Associate Medical Director of Internal Medicine. He was instrumental in developing a health care coaching program in conjunction with East Stroudsburg University for interested students. Every year for the past five years, 10 to 20 students have been trained to go into the homes of patients dealing with chronic disease to provide care support. Goldner developed the curriculum, recruited lecturers and coordinated the course from start to finish. He developed a similar course with the pharmacy program at Wilkes University. Pharmacy students become part of the community care teams working with these patients and their complex medication situations. He even integrated EMTs to provide home interventions for these patients as well.

[□ Share](#)

[Print Email](#)

Lynn's Turn: Furthering Dr. King's Legacy

BY [LYNN TURNER](#) · JANUARY 21, 2019

Today, our nation marks Martin Luther King Day, the annual event that commemorates what this year would have been the 90th birthday of one America's most accomplished and influential human rights leaders. Through collective activism and nonviolent advocacy, the Reverend Dr. Martin Luther King Jr. raised awareness of racial inequality and encouraged our nation to work toward social justice, freedom and equal opportunity for all.

With his steadfast leadership, communication of a unifying vision and relentless pursuit of legislative change, Dr. King made significant contributions to our society. Among his notable quotes is, "Life's most persistent and urgent question is, 'What are you doing for others?'"

At LVHN, we have the opportunity to answer this question every day through our compassionate and high-quality care of patients and their families, our respectful interactions with colleagues and customers, and our dedicated service to communities across our region.

As we remember Dr. King and his legacy, let us recommit ourselves to courageously addressing the challenges most important to him and advancing his vision for a diverse America where all residents can enjoy the purpose and potential this country offers.



A handwritten signature of Lynn Turner in black ink.

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.

Buy Tickets to Cirque du Soleil Crystal

BY [RICK MARTUSCELLI](#) · JANUARY 21, 2019

The LVHN Recreation Committee has secured 50 group tickets for Cirque du Soleil Crystal. The show will be held Sunday, June 30, at 1:30 p.m. at PPL Center.

Crystal is not just an ice show, it's the very first experience on ice from Cirque du Soleil. Watch world-class ice skaters and acrobats claim their new frozen playground with speed and fluidity as they challenge the laws of gravity with never-before-seen acrobatics. It's a new kind of performance as Cirque du Soleil meets the ice to defy all expectations.

Seating options:

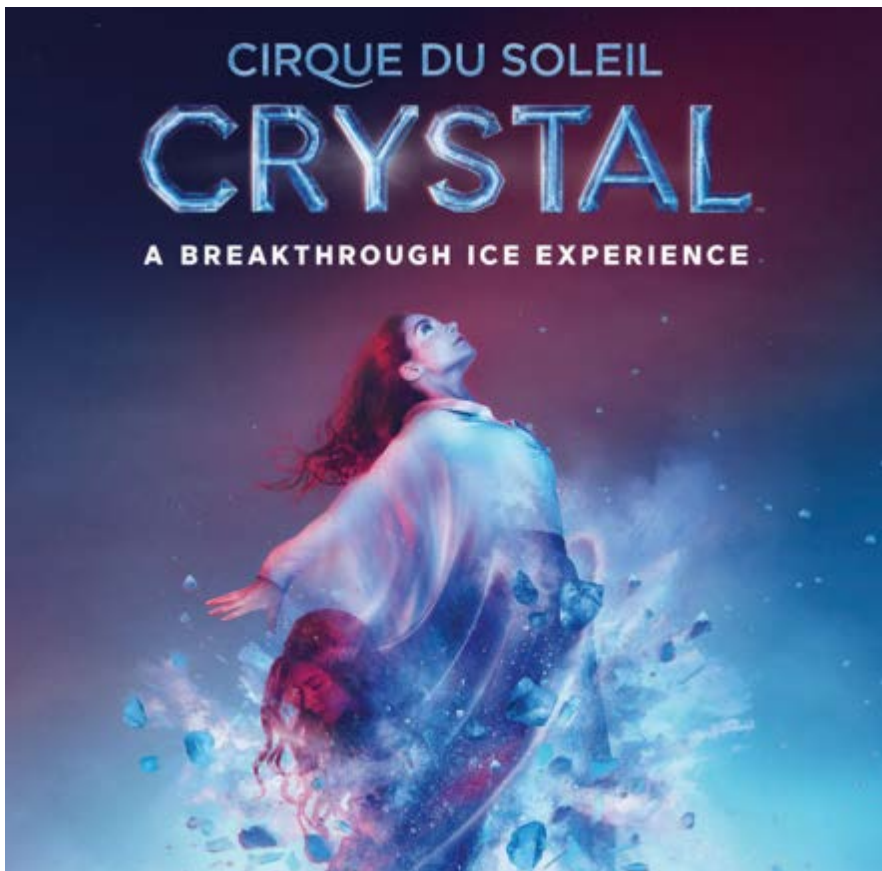
Section 115 – \$41/ticket for adults;

\$35.50 for children ages 2-12

Section 114 – \$54.50/ticket for adults; \$50 for children ages 2-12

To purchase tickets, [complete and submit this form](#). Ticket purchases are non-refundable.

If your check is returned for insufficient funds, you will be responsible for any bank fees and your reservation will not be guaranteed until this amount is repaid in cash or money order.



1 [Share](#)

[Print Email](#)

Department of Education Intranet Sites Consolidated

BY [ADMIN](#) · JANUARY 21, 2019

All LVHN colleagues now have access to a single [department of education](#) intranet site. Ongoing standardization of educational resources across all LVHN campuses including onboarding programs, The Learning Curve (TLC), continuing education (CE), library services, and patient education have allowed for a centralized one stop shop for health network education.

Colleagues can visit the department of education intranet site for a variety of services including orientation schedules, educational event calendars, professional development resources, project or training requests, department contacts and much more.

Creating one department of education site is part of the work being done to consolidate all of LVHN's intranets. We currently have four intranet sites – one each for colleagues in the Lehigh Valley, Hazleton, Schuylkill and Pocono. Work is taking place to consolidate sites on our intranets so all colleagues have access to the same information.



[□ Share](#)

[Print Email](#)