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LVHN Weekly-Pocono

Newsletters

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11-8-2019

## LVHN Weekly-Pocono

Lehigh Valley Health Network

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# LVHNWEEKLY | POCONO

Your wrap-up of the week's news from LVHN.

## [High Marks From Leapfrog in Patient Safety](#)

Four of our hospitals receive an 'A' grade.

## [Providing Critical Fire Safety Skills](#)

West End Community Ambulance helps keep community safe.

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Changes make LVHN an even safer place.

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Colleagues provide CPR, Stop the Bleed education.

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Bill Reppy thanks those who served our country.

## [Essential Partner Ron Freudenberger, MD - Podcast](#)

Dr. Whalen interviews Lehigh Valley Heart Institute leader.

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Register for this free event on Nov. 21.

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## LVHN news

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How to Prevent the Flu

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Keys to a Healthy School  
Lunch

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Things Kids Should Have in  
Their Backpacks

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# Leapfrog Gives Us High Marks in Patient Safety

BY [KATIE CAVENDER](#) · NOVEMBER 7, 2019

## Leapfrog grades are in

When it comes to patient safety, four Lehigh Valley hospitals have made the grade. LVH–Cedar Crest, LVH–Hazleton, LVH–Muhlenberg and LVH–Pocono each received an ‘A’ grade on the Hospital Safety Grade report from The Leapfrog Group.

“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.



LVH–Schuylkill worked tirelessly to improve their grade over the past year. They earned a ‘B’ during this grading cycle—two letter grades higher than last year.

## How are grades determined?

The Leapfrog Hospital Safety Grade uses national performance measures from the Centers for Medicare & Medicaid Services (CMS), the Leapfrog Hospital Survey and other supplemental data sources. 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.

“‘A’ hospitals show us their leadership protecting patients from preventable medical harm and error,” said Leah Binder, president and CEO of The Leapfrog Group. “It takes genuine commitment at every level – from clinicians to administrators to the board of directors – and we congratulate the teams who have worked so hard to earn this A.”

## The Honor Roll

This is the eighth straight time LVH–Pocono received an ‘A’ grade and the fifth straight ‘A’ for LVH–Muhlenberg.

## Want to see the report cards?

Full grade details and patient tips for staying safe in the hospital are available at [hospitalsafetygrade.org](https://hospitalsafetygrade.org).

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# West End Community Ambulance Provides Critical Fire Safety Skills and Emergency Vehicle Tours

BY [ELLYN SCHINDLER](#) · NOVEMBER 7, 2019

Representatives of West End Community Ambulance, part of Lehigh Valley Hospital-Pocono, recently participated in West End Community Ambulance Association Fire Safety Night.

Members of the community met volunteer firefighters and West End Community Ambulance providers, and toured the fire department, fire trucks and ambulance. This evening also gives children an opportunity to become familiar with the uniforms, vehicles, and the sounds each truck siren makes.

Community members received education on smoke detectors, "Stop, Drop and Roll," touching the door for heat as opposed to opening it, and also how to call 911 in an emergency.



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# Changes to the Tobacco Policy and More

BY [KIRSTIN REED](#) · NOVEMBER 8, 2019

Important policy updates are coming to the Colleague Resource Center (CRC). Here's what you need to know.

## Human resources policies on the CRC

Starting Nov. 15, all human resources policies will only be available on the CRC and will no longer be available on Policy Tech. You can access policies by entering the CRC from your SSO Toolbar and selecting "Employment Policies" on the main page.

## Tobacco and nicotine use and testing policy

This policy has been updated to include that the use of products that emit smoke or vapor (vaping), which may or may not contain tobacco or nicotine is not permissible. Non-smoking nicotine replacement products continue to be permissible.

Dip or chew products are not permitted in any form, whether or not they contain tobacco.

## New per diem policy

Per diem colleagues may be inactive and can still access LVHN property and systems, compromising:

- The ability to maintain core competencies of colleague job responsibilities
- The ability to ensure compliance to regulatory and mandatory educational eLearning modules and flu policy requirements
- The ability to preserve network system security

The new policy clarifies that per diem colleagues (less than 0.01 FTE) must work a minimum of 16 hours in a four-week schedule period, based on operational needs, to maintain a per diem position. This change ensures patient safety and network-wide system security requirements are met.

## Next steps

Review the updated policies. Visit the CRC from your SSO Toolbar and select the "Employment Policies" category. Human resources will continue to review policies to ensure that LVHN is a safe place to work and to receive care.



# Lehigh Valley Hospital-Pocono Brings Life-Saving Training to Monroe Farmer's Market

BY [ELLYN SCHINDLER](#) · NOVEMBER 8, 2019

At the final Monroe Farmer's Market of the year, Basic Life Support Instructors representing LVH-Pocono volunteered and provided CSR compression and Stop the Bleed tourniquet training to members of the Monroe County community. About two dozen individuals participated.

During the CPR training, mannequins were hooked up to a computer, which measured the success of the CPR attempt.



LVH-Pocono is a



corporate sponsor for the Monroe County Farmer's Market, which is located in courthouse square in downtown Stroudsburg. The market seeks to nurture a healthy community and enhance the neighboring business environment by offering local, healthy, fresh foods and specialty products in a vibrant, educational marketplace.

Steve Kulick, EMS Outreach and Education, coordinated the event.



# Celebrating our Patient Transporters

BY [KIM JORDAN, DNP, RN](#) · NOVEMBER 6, 2019

We care for patients in many different settings. From the emergency department to inpatient units to operating rooms and everywhere in between, patient transporters make sure our patients get where they need to be.

## Valuable members of our team

Patient transporters are the unsung heroes of our health network. They provide consistent, compassionate and safe care, often without recognition.

They engage with our patients on a very personal level. They don't discuss illness or disease, but learn about what matters to our patients outside of the reason they happen to be in the hospital.

Transporters meet patients when they are admitted to the hospital – a vulnerable and scary time – and they are the last colleague patients may see as they are discharged from the hospital, sending them home with a wave and a smile.

## Well-deserved recognition

Next time you pass a transporter with a patient, take notice.

Transporters go about their work through our busy hospitals, often invisible to other colleagues as they travel the halls. When you see our transporters, say “hello” or “thank you” to recognize their contributions to patient care.

To my patient transport colleagues, happy National Patient Transport Week! Please know that you are appreciated and that your contributions to patient care don't go unnoticed.





Kim

P.S. Just a reminder, my email is open to you. Send ideas or questions to me at Marie.Jordan@lvhn.org.



*Kim Jordan*

**About me:** My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

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# Progress Notes: HIPAA, What You Need to Know

BY [PATRICIA MARTIN, MD](#) · NOVEMBER 6, 2019



LVHN has reached another milestone. All of our entities have now converted to Epic. Congratulations! Many thanks to all our colleagues who made this transition possible.

This is also an opportune time to review the LVHN Privacy and Security policies related to use of LVHN systems and patient data. It is hard to believe the Privacy and Security Regulations required by the Health Insurance Portability and Accountability Act (HIPAA) was enacted approximately 16 years ago. These were the first regulations that established national standards for the protection of individually identifiable health information maintained by health care providers. LVHN has adopted policies to comply with these regulations.



***HIPAA questions or concerns? Please call Compliance Services at 610-402-9100.***

Mary Ann La Rock, LVHN Vice President of Compliance Services, and Melissa Blihar, LVHN Privacy Officer, have prepared a comprehensive review of LVHN's Privacy and Security policies related to the use of LVHN systems and patient data, based on real-life examples of the privacy issues they have

encountered over the years. [Download and save the review for future reference.](#)

Take home points:

### **What is protected health information (“PHI”)?**

“Individually identifiable health information” such as:

- Individual’s past, present or future physical or mental health or condition
- Provision of health care to the individual
- Past, present or future payment for the provision of health care
- Name, address, date of birth and social security number

### **Access to the Epic system**

Providers may access a patient’s record in Epic if they are involved in the patient’s treatment or the patient provides specific written authorization for the provider to view the record. Individuals who violate the policy may lose medical staff/allied health privileges. LVHN could seek legal remedies against the individual depending on the severity of the violation.

### **Permitted uses of PHI**

The Privacy Rule was written to balance the need to protect patient privacy while permitting access to patient information for treatment and payment. A provider may use PHI to treat the patient and may disclose a patient’s PHI for the treatment activities of another health care provider.

“Care Everywhere” provides a patient the opportunity to make their medical record information available to other network systems using the Epic system in the event that they become a patient of that network.

The Break the Glass tool is designed to protect records with sensitive information. Providers are permitted to Break the Glass for treatment purposes but would need to justify this in the system. A record is then open to the provider for 14 days without having to Break the Glass again. Additionally, any provider has the ability to designate a particular note as confidential and putting it behind glass by adding a confidential flag in the Epic system if the provider believes the patient information is of a sensitive nature.

### **Disclosing PHI to patient’s family members or friends**

It is LVHN’s policy that clinical staff obtain authorization from a patient prior to sharing health information with the patient’s family members or friends. If the patient is not present, PHI should not be communicated to any other person unless the patient has provided authorization. In the event of an emergency or if the patient is incapacitated, the provider can provide information to those persons who would be authorized to give consent for treatment.

### **Accessing your medical records and those of your family members**

LVHN does permit employees and the medical staff the ability to view their own records in Epic, but the person cannot print or transfer his or her own records.

As it relates to behavioral health records, the person must contact Health Information Management for physician approval prior to accessing medical records.

Before accessing electronic medical record information for an immediate family member (e.g., spouse, parent, adult child) written consent must be on file.

For your convenience, here is the [Immediate Family Consent Form](#). The completed form should be faxed to 484-884-1837.

Specific to minors, the provider may have access to their minor children's records except in the case of those episodes of treatment where the law has permitted the minor to consent for treatment, such as minors who have consented to mental health treatment or pregnancy testing. **However, no individual, in any circumstance, with access to their own, their minor, or through permission, access to family member records may print or transfer that information.**

### **Patient rights – accessing and amending records**

HIPAA grants patients certain rights: a right to access and a right to amend their records. A person who has received or is receiving treatment may request access to his/her record and must be provided access within 30 days.

However, access may be denied under certain circumstances, such as if it is determined the disclosure would be harmful for the patient's treatment or breach the confidentiality of persons who have provided information.

Patients also have a right to request that their health information be amended. The entity has 60 days from the date of the request to either grant or deny the request.

If the request is denied, the patient has the right to submit a written statement disagreeing with the denial, and the entity can write a rebuttal statement.

If a patient is requesting access to their hospital records or wants to amend their medical records, the request should be forwarded to the Health Information Management department at (610) 402-8240 as there are certain forms that address these requests which the patient needs to complete.

### **Third party requests of PHI**

There are times when a vendor needs PHI to perform a function on behalf of LVHN. In these circumstances, the release of PHI is documented in a specific contract signed and authorized by administration as indicated in LVHN's Contract policy.

Other third party requests for medical record information should also be directed to the Health

Information Management department to process as patient authorization may be necessary.

The patients' medical records belong to the respective hospital entities; therefore, information from medical records should not be used for personal marketing initiatives, or to complete third party surveys releasing patient information for remuneration.

When providing presentations to a third party, all patient identifiers need to be removed.

## **Security practices**

HIPAA requires providers to implement certain safeguards to ensure the appropriate protection of patient information.

Some of these controls include:

- Use of unique user identifiers that enable LVHN users to be individually identified and audited if applicable
- Automatic logoff from electronic systems when individuals are away from their workstations
- Encryption of electronic systems and two factor authentication.

Colleagues and members of the medical staff should never share their passwords

Here is a link to the [Email Use policy](#) which discusses transmitting PHI through email and attachments.

Texting should occur in a secure manner through programs such as Tiger Connect that can be installed on a person's cellular device.

## **Monitoring activities**

Compliance Services monitors compliance with the HIPAA regulations and our policies by:

- Reviewing who and when there is access to the electronic medical records
- Addressing patient complaints of alleged inappropriate access and reporting them to the Office for Civil Rights (OCR), the agency responsible for enforcing the privacy and security regulation.

## **Discipline policy**

LVHN follows a progressive disciplinary process:

**Level 1** violations occur when an individual fails to follow LVHN privacy practices and unintentionally discloses PHI, which results in an undocumented counseling for the first time.

**Level 2** violation occurs when a Level 1 violation is repeated a second time within twelve months, or there is a violation of internal LVHN system access rules such as printing one's own PHI, or other similar violations, which results in a documented Confirmation of Counseling.

**Level 3** violation occurs when an individual intentionally accesses PHI for personal knowledge,

unrelated to business or treatment purposes, but does not further use or disclose any PHI.

**Level 4** violation occurs when an individual seeks to access PHI for personal gain, or to harm others; PHI is shared in social media; there is intentional access and/or disclosure of highly sensitive information having protection in the law (mental health, AIDS/HIV, drug and alcohol); or, an individual's conduct whether reckless or intentional, exposes the Network to liability through actions that compromise, or have the potential to compromise, the security of the information technology system. A Level 4 Violation shall result in loss of Medical Staff and Allied Health privileges.



*Patricia Martin MD*

**About me:** My name is Patricia Martin, MD. I am President of the LVHN Medical Staff. I have been a practicing neuroradiologist at LVHN since 2000. It is an honor to represent the exceptional physicians and advanced practice clinicians of LVHN. I am always willing to partner with you to explore new and innovative ways to provide exceptional care. I encourage you to share what's on your mind.

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# Bill's Monthly: Honoring our Veterans

BY [BILL REPPY](#) · NOVEMBER 4, 2019



Each November, I am delighted to join fellow veterans and civilians alike to honor the men and women who have served in the military.

## **A Veteran of the U.S. Navy**

I joined the Navy in 1982 and was fortunate to follow my passion to work in health care.

After completing boot camp, I attended a school for the United State Navy Hospital Corps and then went to Radiologic Technology School.

I worked in hospitals across the United States during my six years of service in the Navy.

I am proud to have served this great country while I had the opportunity to further my education. I believe my military service built a strong foundation for me to grow and develop as a leader.



## **Veterans at LVHN**

Hundreds of colleagues are currently serving or have served in the military. Each day, they bring unique professional skills, leadership styles and cultural values to the workplace.

**Sarah Schaeffer, RN**, works on 4K at LVH–Cedar Crest and is an active member of the Army



National Guard. She nominated her unit directors to [receive an award from the Employer Support of the Guard and Reserve \(ESGR\)](#) recognizing their support of her service and the mission of the National Guard.

**Rachel Lefebvre**, Vice President of Operations at LVH–17<sup>th</sup> Street, was [honored by Governor Wolf](#) for her service in the U.S. Air Force during the fourth annual Female Veteran’s Day Ceremony in the state capitol.

## Get involved

We honor veterans throughout the year, and particularly in November.

- LVH–Hazleton sponsors the [Military Appreciation festival](#), featuring health screenings, activities, food and entertainment for military members and their families.
- LVH–Schuylkill hosts an [annual Veterans Day Breakfast in the Wall Auditorium at LVH–Schuylkill E. Norwegian Street](#). To register for this year’s breakfast on Saturday, Nov. 9, 7:30- 9:30 a.m., call 888-402 LVHN or [click here to complete online registration](#).
- [The Veteran Health Program provides support services and care coordination for veterans and their families.](#)

## Veterans Day Celebration

The ceremony to recognize veterans will take place Monday, Nov. 11, 6-6:45 p.m. in the Auditorium at LVH–Cedar Crest. The program will provide an opportunity for LVHN colleagues and Veteran Health Program clients to come together to celebrate their military service. LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, a veteran of the Pennsylvania Army National Guard, will honor colleagues and community members who served our country dating back to WWII. The formal ceremony will be followed by an informal meet-and-greet with light refreshments. [Click here to register for the event.](#)

Thank you for your support of our veterans. I am honored to serve alongside all of you to heal, comfort and care for our communities.



**About me:** My name is Bill Reppy, MBA, and I am proud to be President of LVH–Schuylkill. I previously served as Chief Operating Officer at LVH–Hazleton. My career has been in operations, diagnostic imaging and county government. I’m a veteran of the U.S. Navy. Schuylkill County has been home for me and my family all my life. My goal is to see every colleague exhibit PRIDE behaviors as we heal, comfort and care.

# New Episode of 'Essential Partners' Features Ron Freudenberger, MD – PODCAST

BY [RICK MARTUSCELLI](#) · NOVEMBER 4, 2019

People are talking about our new podcast featuring LVHN Executive Vice President and Chief Medical Officer Tom Whalen, MD. Thus far, he interviewed Deborah Bren, DO, Vice Chair of our Department of Family Medicine and President-elect of our medical staff, and Matt McCambridge, MD, Chief Quality and Patient Safety Officer at LVHN.

In the latest edition, Whalen talks with Ron



Freudenberger, MD, Physician-in-Chief of Lehigh Valley Heart Institute. They discuss Freudenberger's role, as well as the importance of care teams, research and education in the delivery of quality heart care.

You can listen to Essential Partners on LVHN Daily, [here](#).

Your browser does not support the audio element.

You also can listen on the go on your smart device. Simply search "Essential Partners" or "LVHN" on the following podcast platforms:

- iTunes

- Apple Podcast
- Overcast
- Stitcher
- Castbox
- Spotify
- TuneIn

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# Get the Facts on Lung Cancer at Nov. 21 Event

BY [JENN FISHER](#) · NOVEMBER 7, 2019

If you're facing lung cancer treatment and surgery, or just curious about getting screened for lung cancer, make plans to attend Lehigh Valley Cancer Institute's upcoming program to learn more.

- **When:** Thursday, Nov. 21, 5 p.m.

Registration 5 p.m., Program 5:30 p.m.

- **Where:** Lehigh Valley Hospital—Cedar Crest



Kasych Family Pavilion, Richard Fleming Educational Conference Center, Medical Imaging of Lehigh Valley Educational Conference Rooms 6, 7 & 8

- **Registration and info:** [LVHN.org/lungevent](http://LVHN.org/lungevent)

## Lung forum details

At this educational event, certified tobacco treatment counselor Jonathan Asayag, LCSW, with Lehigh Valley Health Network, will discuss how to quit smoking; diagnostic radiologist [Ken Cavorsi, MD](#), with Medical Imaging of Lehigh Valley, PC, will give an overview of lung cancer screening; surgeon [Richard Chang, MD](#), with LVPG Cardiac and Thoracic Surgery, will present the latest on robotic surgery; and [Eliot Friedman, MD](#), with LVPG Hematology Oncology, will describe the multidisciplinary thoracic clinic's approach to care.

## Screening consultation

At this event, you can speak with a family medicine provider to find out whether you are eligible for lung cancer screening.

## Want to get up-to-date on lung cancer?

Register for this event at [LVHN.org/lungevent](http://LVHN.org/lungevent) or call 888-402-LVHN (5846) for information and to

register. A light dinner will be served.

Special thanks to The Ryan Family Foundation Lung Health Screening Program.

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