

New Year, New Opportunities

Terry Capuano outlines what's ahead in 2016.

January Service Star

Colleagues on 2K fulfill a dying man's last wishes.

L2L Video

Dr. Nester hosts a Strategic Conversation.

Two Casual Conversations Remain

They'll be held at LVH-17th Street and LVH-Muhlenberg.

When to Visit These LVHN Websites

This directory explains what you can find on each website.



Nominate a
Service Star



Read Lehigh Valley Health News
a blog on LVHN.org containing timely
health information and health network
news.

Terry's Take: New Year, New Opportunities

BY [TERRY CAPUANO](#) · JANUARY 19, 2016



Happy New Year! I wish you all the best of health and happiness in 2016!

At LVHN, we have a busy year ahead. As you know, we are in the regulatory approval phase of our merger with Pocono Health System. This merger should culminate within the next several months. We already have a close relationship with Pocono in the areas of trauma and radiation oncology, so the merger is a natural extension of this. We will keep you informed as we move forward.

The new calendar year also includes some challenges. One of our challenges is the continuing slow shift from inpatient care to more

outpatient management of chronic conditions. I am proud to work for an organization that focuses on quality of care of our patients in the right setting. As well, reimbursement challenges will force us to think innovatively as to how we provide care in a changing health care environment.

Already, many of you are implementing new ways to improve patient access to our services and enhance the patient experience throughout LVHN. Some of those changes include increasing 610-402-TEST's office hours; utilizing virtual check out for post-operative patients; and promoting the use of MyLVHN. Why are these initiatives important? Today's health care consumers have more options than ever and they are choosing their hospitals and providers based on convenience, service and how they experience their care. Operationally, we are working on innovative ways to meet the consumer market, but patient experience is a role each of us owns. Without a doubt, every interaction any one of us has with a patient is an opportunity to create an unforgettable patient experience. It's my calling and yours to make that happen.

Lastly, from a professional perspective, there are no other colleagues I would want to work with in 2016 and beyond than you. You are a passionate, dedicated, and truly concerned about the quality of the work you do and the service you provide.

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](#)

Service Star of the Month – January 2016

BY [SHEILA CABALLERO](#) · JANUARY 21, 2016



2K South

He was a Pittsburgh Steelers fan through and through who rarely, if ever, missed a game. He also had a diagnosis of terminal lung cancer. While the patient on 2K South was alert and oriented, his condition wasn't improving or expected to. He was barely able to maintain oxygen saturation above 75 percent, a dangerous condition that put him at risk for organ failure.

As the incurable nature of his disease sank in, the man made the difficult choice to go on comfort measures – right after his final Steelers game.

Nurses are the front line of patient care and often go above and beyond their official duties – a fact that is particularly true of colleagues on 2K South. One colleague made the man's final game day feel more like home by bringing him a feast of snacks to share. The colleague created a "Celebration of Life" and encouraged staff to stop in his room to watch the game, chat and enjoy a treat. Another nurse went to the gift shop to purchase a Steelers balloon to decorate his room. And yet another colleague contacted our No One Dies Alone program to request a fellow Steelers fan to watch the game with him.

Still more colleagues planned a special surprise for the man who had always wanted to drive his prized Corvette through Badlands National Park in South Dakota. While fulfilling his Badland's wish wasn't possible, night-shift colleagues found a YouTube video of the park and brought a workstation on wheels to his room so he could view it.

"This isn't the first time these colleagues have exceeded the PRIDE behaviors," says patient care coordinator and nominator Jane Harris, RN. "They use their own money to help patients, lend their cellphones to make long-distance phone calls and play music to create a calming atmosphere. These colleagues model PRIDE on a daily basis."

As game time approached, the No One Dies Alone volunteer arrived to sit with the patient. Nurse caregivers were also by his side to keep the dying man comfortable. The Steelers won that night in the final seconds of the game.

While the man passed away before the winning play, he died in peace surrounded by a community of compassionate professionals and a volunteer whose selflessness helped fulfill his final wishes.

Next Steps

[Nominate a Service Star.](#)

Congratulate these nominees:

- **Beth Warg, LVPG Endocrinology–1243 Cedar Crest**

Warg, the clinical coordinator for a busy practice that includes three locations, is a reliable resource for new and seasoned colleagues, and has been a great motivator during periods of low staffing. No matter what the challenge, colleagues are happy to have Warg in the trenches with them.

- **Leslie Dennis, case management, LVH–Muhlenberg**

Dennis, a case manager in the emergency department, genuinely cares about patients and goes out of her way to comfort them in their most vulnerable moments. She recently comforted an elderly patient who was all alone when she learned she had cancer. Dennis went to her room, held her hand and listened as the woman shared her fears.

Watch January's Leader-to-Leader Video

BY [ANNA PARKS](#) · JANUARY 22, 2016

Do you want to know what's going on in our health network? Watch the Leader-to-Leader meeting. Leader-to-Leader meetings are held the third Thursday each month in the Lehigh Valley Hospital-Cedar Crest auditorium and simulcast to participants at Lehigh Valley Hospital-17th Street, Lehigh Valley Hospital-Muhlenberg, Lehigh Valley Hospital-Hazleton and Mack Boulevard. Using a PowerPoint presentation as a guide, guest speakers share updates on key issues and initiatives.

[Welcome and Service Star](#)

[Patient Story](#)

[Talent Management: Supporting LVHN Leaders"](#)

[Dr. Nester's Strategic Conversation](#)

(Please note you must be logged on to our intranet with Internet Explorer in order to access the videos above. You also need to have Microsoft Silverlight installed on your computer. If the links do not open properly, try refreshing your browser. If you have questions or need assistance, please contact information services at 610-402-8303.)

Reminder: Casual Conversations Resume This Week

BY [RICK MARTUSCELLI](#) · JANUARY 15, 2016

LVHN president and chief executive officer Brian Nester, DO, MBA, FACOEP, will host four Casual Conversation sessions during the next three weeks.

There are no scripts and no slides. It's simply an opportunity to ask questions and share the things on your mind.

Stop by one of these sessions:

Jan. 19 – 10-11:30 p.m., LVH–Muhlenberg (rounding multiple units)

Jan. 21 – 1-2 p.m., LVHN–Mack Boulevard auditorium

Jan. 25 – 1-2 p.m., LVH–17th Street auditorium

Feb. 4 – 3-4 p.m., LVH–Muhlenberg ECC rooms B and C

Don't worry if you can't make the beginning or need to leave early. You can come and go as you please during the session. So stop by, have a complimentary coffee, tea or water, and talk with our president and CEO.

Casual Conversations
With Dr. Nester

Make plans to attend
an upcoming session.

When to Visit These LVHN Websites

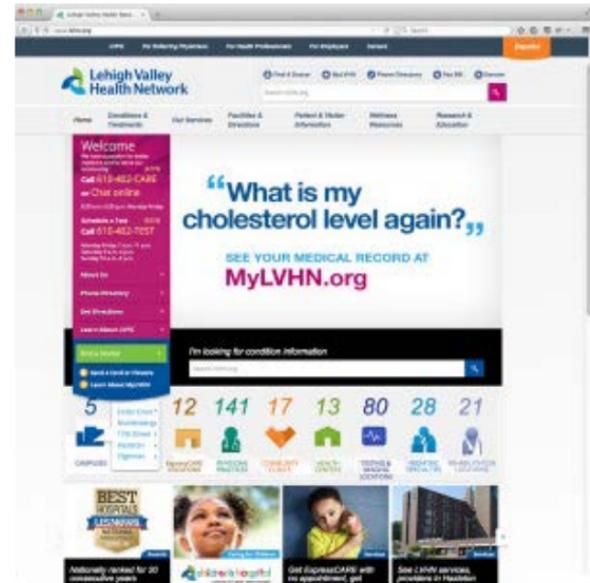
BY [RICK MARTUSCELLI](#) · JANUARY 18, 2016

When you need information about LVHN, you have several websites to choose from. In fact, you may wonder which one to visit for the information you need. Fear not. This directory explains what you can find on each of our websites.

[LVHN Daily \(daily.LVHN.org\)](#)

Let's start with the website you're currently visiting, LVHN Daily. This website for colleagues is your everyday source for LVHN news. New information is added daily – hence the name. Visit for:

- The latest [LVHN news](#)
- [Stories about colleagues](#)
- [Wellness information](#)
- [LVHN goals and strategy](#)
- [Benefits information](#)



[Discounts and perks](#)

- [Nursing stories](#)
- [Terry Take](#), a blog by Terry Capuano, RN

You also can [share and view colleague photos](#), and [comment](#) on what you read and see.

[LVHN.org](#)

This website tells the people of our community all about LVHN. Anyone can visit. Use it to:

- Get detailed information about [conditions, treatments](#) and [our services](#)
- [Find a doctor](#) or [practice](#)
- Read news about LVHN on our community blog, [Lehigh Valley Health News](#)
- Get information about and directions to [our facilities](#)
- Access [wellness resources](#)
- [Pay your medical bills](#)
- [Donate to LVHN](#)

[LVHN intranet \(LVH.com\)](#)

It's a hub for information that colleagues need to do their job. Visit it to:

- Link to individual departments' websites
- [View job postings](#), a [colleague directory](#), our [recreation committee's website](#), a [marketplace](#) to buy and sell items and more
- [Page a colleague](#)
- Find educational and clinical resources
- Read LVHN's publications
- Link to [LVHN Daily](#)

[MyLVHN \(MyLVHN.org\)](#)

MyLVHN is a free, secure, easy-to-use patient website that connects you with your personal health information, or the health information of someone you care for, such as your child or a relative. Any LVHN or LVPG patient can use it. With MyLVHN you can:

- Review medical information
- Request prescription refills
- Pay or review medical bills
- Send and receive non-urgent messages from your LVHN/LVPG health care provider
- Request an appointment

[Create a MyLVHN account now.](#)

[MyPopulytics \(MyPopulytics.com\)](#)

This website is helpful to colleagues and their dependents enrolled in Choice Plus. Visit to:

- View your benefit plans
- Find a provider
- See your claims and eligibility
- View Explanation of Benefits for claims processed
- Check your Flexible Spending Account, Health Savings Account or Culture of Wellness balance
- Contact a health plan expert
- Participate in interactive healthy living programs

Create an account now.

Human resources (HR) intranet site (hr.LVH.org)

Accessible from the LVHN intranet, this website describes the benefits and opportunities available to you as an LVHN colleague. Visit for information about:

- [Your benefits](#) (medical, dental and vision insurance; life and supplemental insurance, tuition reimbursement and more)
- [Retirement](#) plan information, 403b/401k and planning tools
- [Employee Assistance Program \(EAP\)](#)
- Employee and manager resources
- Employee health services
- Leave of absence
- [HR policies](#)