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**LVHN Scholarly Works**

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LVHN Weekly-Pocono

Newsletters

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1-10-2020

## LVHN Weekly-Pocono

Lehigh Valley Health Network

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## [New Food, Environmental Services Partner](#)

We're expanding our partnership with Compass One Healthcare.

## [Healthy Lifestyle Challenge Begins Jan. 14](#)

Register for this six-month program and lose weight.

## [Free Education on LGBTQ Patient-Centered Care](#)

More than 50 training options are available.

## [Host Nonclinical Interns and Research Scholars](#)

Deadline to request interns and scholars is Jan. 24.

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Register and receive CME credits at this event on Jan. 25.

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They're free for most colleagues.

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New specialties added: Adult infectious diseases & adult gynecology.

Refer a Physician  
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Bonus

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Gympass  
Questions and  
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Service  
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## LVHN news

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Keep Your Family Safe &  
Warm This Winter

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When High Cholesterol is  
Hard to Control

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Diabetes in Pregnancy

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

# Partner Selected to Provide Food & Nutrition and Environmental Services at LVHN

## Special Announcement



**This message is from Terry Capuano, Executive Vice President and Chief Operating Officer, Lehigh Valley Health Network, Bill Kent, President, Lehigh Valley Hospital (LVH), Bob Begliomini, President, LVH–Muhlenberg, John Fletcher, President, LVH–Hazleton, Bill Reppy, President, LVH–Schuylkill, and Elizabeth Wise, President, LVH–Pocono.**

At LVHN, we are committed to giving our patients and their loved ones the best possible care and experience. It is part of our strategy and it is in our DNA. To deliver a top-notch experience, our facilities must be clean, and we must provide food and nutrition that meets the unique needs of our patients, visitors and colleagues.

Over the past several months, LVHN evaluated several companies that provide environmental and food services. Our goal was to identify a partner who could help us provide a consistent, high-quality experience network-wide. We are excited to tell you that we found the partner we were looking for.



LVHN is expanding our partnership with Compass One Healthcare, which will manage food & nutrition and environmental services across LVHN beginning April 1, 2020. LVHN has a long and successful history with Compass One Healthcare, which is made up of two companies:

- **Crothall Healthcare** provides environmental services and has done so at LVHN for nearly 25 years.
- **Morrison Healthcare** is a leading national food & nutrition services company that serves nearly 800 hospitals and health systems.

With more than 100 years of combined health care experience, Compass One Healthcare's mission perfectly aligns with LVHN's mission. Our partnership will focus on delivering an unsurpassed experience that will result in higher patient satisfaction and HCAHPS scores. We will implement standards and measure performance around these most basic elements of environmental and food service:

- Provide a safe and welcoming experience for patients
- Deliver the right food at the right time at the right temperature

As we make this transition, LVHN is taking steps to ensure there will be no interruptions to the care and service we provide to patients, visitors and colleagues. During the transition, Compass One Healthcare will share information about changes in processes, procedures and services that will be implemented at LVHN.

People are the most essential part of how we deliver an exceptional experience. That is why it is important for you to know that hourly staff who currently provide environmental and food & nutrition services at LVHN will have the opportunity to keep their employment.

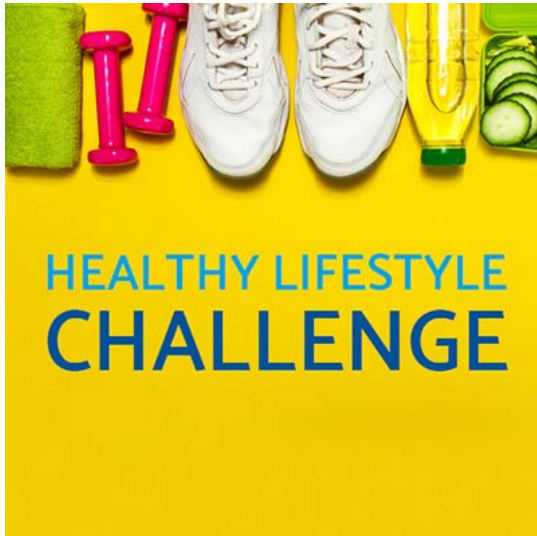
- Partners who provide food & nutrition services at LVH-Cedar Crest, LVH-17th Street, LVH-Muhlenberg, LVHN-Tilghman and LVHN-Mack Boulevard will have the opportunity to become Morrison Healthcare employees.
- LVHN colleagues who provide environmental and food & nutrition services at LVH-Hazleton, LVH-Schuylkill S. Jackson Street, LVH-Schuylkill E. Norwegian Street and LVH-Pocono will continue to be employed by LVHN but will be managed by Crothall Healthcare and Morrison Healthcare.
- Crothall Healthcare staff will continue to operate as is and will experience no changes.

This week, Compass One Healthcare representatives and LVHN leadership will meet with food & nutrition and environmental services partners across the health network to discuss next steps and answer questions.

As this transition begins, we also must recognize our partners from Sodexo and Metz Culinary Management and Environmental Services. Their longstanding support helped LVHN grow and evolve, and we thank the Sodexo and Metz teams.

As we build and strengthen our partnership with Compass One Healthcare, we have the opportunity to make LVHN even stronger by taking food & nutrition and environmental services to another level. Thank you for embracing this opportunity and for your unwavering commitment to delivering the service and experience our patients need, expect and deserve.

## LVH-Pocono's 2020 Healthy Lifestyle Challenge Begins Jan. 14 – VIDEO



If your New Year's resolution includes getting a healthy start to the decade, LVH-Pocono's Healthy Lifestyle Challenge may be the program for you.

The Healthy Lifestyle Challenge is a six-month program that starts in January with graduation in July. This free program is led by Musa Tangoren, MD, who has been interested in fitness since his teens and shares inspiring stories of his own journey. Participants lose an average of 10-15 pounds.

The challenge group will meet the second and fourth Tuesdays of the month (Jan. 14 and 28; Feb. 11 and 25, etc.) from 6-8 p.m. at East Stroudsburg University's Abeloff Auditorium.

The meetings highlight a variety of areas related to health, nutrition, exercise and motivation. There are only a few program slots remaining. [Register for the challenge online.](#)

This video provides additional information about the Healthy Lifestyle Challenge.

# Free Continuing Education Opportunities on LGBTQ Patient-Centered Care



Because LVHN is a participant in the Human Rights Campaign (HRC) Foundation's annual Healthcare Equality Index, free training is available to LVHN colleagues.

There are more than 50 online continuing education accredited LGBTQ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning) training options available at no cost to you.

Training topics include:

- An Introduction to Your LGBTQ Patients
- Introduction to LGBTQ Health
- Expanding LGBTQ Cultural Competency
- LGBTQ Health Care for Clinicians
- Transgender Health
- Working with Trans Youth
- Behavioral Health Care
- LGBTQ Youth
- LGBTQ Older Adults
- HIV and STI Treatment and Prevention
- Lesbian and Bisexual Women

These educational programs include interactive eLearning courses and recorded webinars. For more information and course descriptions, visit [LGBTQ Training Resources](#). For training via the Center for Affiliated Learning (CAL), use Security Keyword HRC. Use the facility code that most accurately corresponds to your work location:

- **Lehigh Valley Hospital-Cedar Crest: 55721**
- **Lehigh Valley Hospital-Muhlenberg: 58336**
- **All other LVHN colleagues: 99999**

With informed clinicians and colleagues, patients who identify as LGBTQ will receive high-quality, compassionate and equitable care at LVHN. Please contact [Dann\\_A.Braid@lvhn.org](mailto:Dann_A.Braid@lvhn.org) or [Judith.Sabino@lvhn.org](mailto:Judith.Sabino@lvhn.org) with any questions.

# Last Chance to Host Nonclinical Interns/ Research Scholars for Summer 2020



This is your last call to sign up to host **Nonclinical Interns/ Research Scholars** for Summer 2020. The Department of Education will no longer accept request for summer interns or scholars after Friday, Jan. 24.

## **Nonclinical Health Care Career Opportunities Summer Internship Program**

This program is for students looking to gain valuable health care work experience in the health network's nonclinical areas such as health care administration, project management, information technology, business and leadership, data analytics, marketing, finance, etc.

### **Additional details**

- Summer internship will run eight weeks from June 1 to Aug. 3.
- Interns will work 30-40 hours a week depending on the needs of the hosting department.
- Student will be awarded a \$2,000 stipend upon completion of the program. (Stipend is paid by the hosting department.)
- Students will participate in professional development sessions and LVHN sponsored community service.

Preference will be given to family & friends of LVHN colleagues.

[Click here to submit your intern request today.](#)

For more information contact [Emilie\\_B.Carlino@lvhn.org](mailto:Emilie_B.Carlino@lvhn.org).

## **Research Scholar Program**

This program is for students looking to gain research experience by participating in studies and quality improvement projects with a primary focus on and the health network's clinical areas such as patient care professions, nursing, biological sciences/premed, physical therapy/athletic training, behavioral health, public health, pharmacy etc.

[Click Here to view examples of scholar projects from 2019.](#)

### **Additional details**

- The program runs eight weeks from June 8 to July 31.
- Scholars typically work 30 hour a week.
- Scholars receive a \$2,000 stipend. (The hosting department contribution is \$1,000; The Dorothy Rider Pool Health Care Trust matches \$1,000.)

- Scholars will participate in professional development sessions and LVHN-sponsored community service.

**[Click here to submit your research scholar request today.](#)**

For more information contact Jeanne Reilly: [Jeanne.Reilly@lvhn.org](mailto:Jeanne.Reilly@lvhn.org)

LVHN Youth Programs serve as a pipeline for the recruitment of future health care professionals. Colleagues from human resources and the department of education thank you for your support.



# Educational Seminar: Cardiology for PCPs



Primary care physicians and advanced practice clinicians are invited to participate in this educational seminar for CME credits. The event is led by LVHN cardiologists.

## **Cardiology for the Primary Care Physician**

Saturday, Jan. 25, 7:30 a.m.-12:05 p.m.

DeSales University Center

2755 Station Ave.

Center Valley, PA 18034

## **Agenda**

### **7:30-8 a.m.**

Registration and breakfast

### **8-8:15 a.m.**

#### **Opening Remarks & Audience Response Pre-Test**

*Robert Biggs, DO, Practice Leader, with LVPG Cardiology-Muhlenberg*

### **8:15-8:40 a.m.**

#### **Five Things Not to Miss for the Cardio-Oncology Patient**

*Deborah Sundlof, DO, with LVPG Cardiology-Muhlenberg*

### **8:40-9:05 a.m.**

#### **Hypertension: Changes to Guideline Recommendations**

*Ronak Patel, MD, with LVPG Cardiology-Muhlenberg*

### **9:05-9:30 a.m.**

#### **Metabolic Syndrome: How Do We Address the Epidemic?**

*Jeffrey Freeman, DO, with Philadelphia College of Osteopathic Medicine*

### **9:30-9:55 a.m.**

#### **Team Approach to CV Disease: Is the Surgeon Still at the Table?**

*Sanjay Mehta, MD, with LVPG Cardiac and Thoracic Surgery-Muhlenberg*

### **9:55-10:10 a.m.**

Coffee break

**10:10-10:35 a.m.**

**Interventional Management of AFib: Who is a Candidate for the WATCHMAN Device?**

*Hari Joshi, MD, with LVPG Cardiology-Muhlenberg*

**10:35-11 a.m.**

**Pregnancy Complications and Heart Disease Risk**

*Nidhi Mehta, MD, with LVPG Cardiology-Muhlenberg*

**11-11:50 a.m.**

**State of the Art Lipid Management: Cases and Panel Discussion**

*Nidhi Mehta, MD, with LVPG Cardiology-Muhlenberg*

*Ross Biggs, DO, Cardiology Fellow – PGY-V*

*Kailyn Mann, DO, Cardiology Fellow – PGY-VI*

**11:50 a.m.-noon**

**Audience Response Post-Test**

*Nidhi Mehta, MD, with LVPG Cardiology-Muhlenberg*

**12-12:05 p.m.**

**Closing remarks**

*Ron Freudenberger, MD, Physician-in-Chief, with Lehigh Valley Heart Institute*

**Registration**

Registration is free, but required by Wednesday, Jan. 22. Please register online via [lvhn.org/CME-Cardiology](http://lvhn.org/CME-Cardiology). You will receive an e-mail confirmation of your registration. Please keep this information and instructions in case you need to cancel.

# Important Information About the Patient Test Results Information Act

*This message is from Matt McCambridge, MD, LVHN Chief Quality and Patient Safety Officer, and Jennifer Stephens, DO, LVPG Chief Medical Officer.*



As of Dec. 23, 2019, the Pennsylvania Department of Health is enforcing the Patient Test Results Information Act that was passed by the Pennsylvania General Assembly in October of 2018.

This act requires that a finding by a diagnostic imaging service of an abnormality or an anomaly which would cause a “reasonably prudent person” to seek additional follow-up medical care within three months be relayed directly to the patients from the diagnostic imaging service.

Patient notification letters will be sent via direct mail and not state the test result or results as abnormal. LVHN is required to notify patients that “as a result of a determination by your diagnostic imaging service that further discussions of your test results are warranted and would be of benefit to you. The complete results of your test have been or will be sent to the health care practitioner that ordered the test or tests. It is recommended that you contact your health care practitioner to discuss your results as soon as possible.”

There are exceptions to this regulation. Exceptions include: routine obstetric ultrasounds, diagnostic studies being performed on inpatients or patients being seen or treated in the emergency department, and diagnostic radiographs.

A process has been developed whereby the reading radiologist and cardiologist will identify a study as abnormal in either Epic or ProSolve accordingly (approximately 5 percent of all studies), allowing us **20 days** to notify the patient of the abnormality.

The planning team has decided to begin notifying the patients **14 days** after the abnormality is identified, so that the ordering provider may have time to potentially communicate with the patient before the mandatory notification is sent to the patient.

This new law may prompt an increased amount of patient phone calls. Should you have questions pertaining to the new law, do not hesitate to reach out via email.

Thank you for all you do every day for the people of our community.

# LVH-Hazleton Launches “PARTNERS IN CARE” Marketing Campaign

*The all new emergency room at Lehigh Valley Hospital-Hazleton is now open. At nearly double the size, our updated facility features all private rooms, the latest technology, and a quicker, easier check-in process. What does that mean for you? When you walk through the door, you'll immediately be seen by a nurse, like me, to ensure you receive the right care when you need it most. Tomorrow's care starts today with Lehigh Valley Hospital-Hazleton. Your ER partner.*

What you've just read is the script for a radio commercial. It's part of a multi-channel “PARTNERS IN CARE” marketing campaign that will launch over the next few weeks in the Greater Hazleton area. The campaign, which features colleagues from our ER, will include radio spots and TV commercials on local and regional media, digital billboards, print ads and more.

The multi-channel campaign will announce to the community the opening of the newly expanded and renovated ER and the many advanced features added for a patient's privacy, convenience and comfort.

Here is a preview of the PARTNERS IN CARE campaign. Please share with your family and friends that you are #LVHNProud about our expanded ER services.



## PARTNER IN CARE

Rachel Farkus  
Technical partner  
Emergency Medicine at LVH-Hazleton

### Tomorrow's **ER Care** Starts Today

At the all-new ER at Lehigh Valley Hospital-Hazleton, your care starts the moment you walk in the door. A registered nurse will see you as soon as you come in to ensure you get the right care, right away. Count on:

- Private treatment rooms with glass enclosures
- Board certified emergency medicine providers
- Advanced imaging technology
- Triage room for rapid assessment
- Super track process for urgent care conditions
- Dedicated trauma room



New ER Now Open



## PARTNER IN CARE

Tonia Barron, RN  
Emergency Medicine at LVH-Hazleton

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New ER Now Open



## PARTNER IN CARE

Andrew Miller, DO  
Vice chair  
Emergency Medicine at LVH-Hazleton

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New ER Now Open



# Sick Visits Made Easier With Video Visits – Free to Most LVHN Colleagues – VIDEO



When Chelsea Gerhart, an LVHN Marketing Manager, came to work on Dec. 16, she had no idea she was about to get hit by the flu. “During a meeting, I started to feel like the room was stuffy and I had a strange tightness in my chest,” she says. “I thought it might be asthma.” By the next day, Gerhart knew this was not asthma or even a bad cold. “I was so weak and achy, I only had enough energy to sip some soup and lay down to rest,” she recalls. She also learned that someone she visited a few days before had been diagnosed with influenza. And though Gerhart herself had received the flu vaccine, she was concerned.

## Rapid, expert video visit care

Gerhart sought medical care through an LVHN Video Visit, a convenient service that’s available seven days a week, 24 hours a day for anyone ages 3 years and older ([with previously approved proxy access for 3-17 year olds](#)). “I logged into my MyLVHN account, scheduled the video visit and was seen by an LVHN provider within an hour,” she says. “My provider prescribed anti-viral medication as well as gave me advice about over-the-counter medications I could take to relieve flu symptoms, what to watch for as I recovered, and helped me understand how long I might be sick.”

[Andrew Hunadi, PA-C](#), with LVP Emergency Medicine and ExpressCARE, is one of the LVHN health care professionals who regularly provides video visit care through secure telehealth technology. “For most people, a video visit is a truly convenient way to receive medical care for common illnesses like the flu, stomach bugs, strained muscles and more,” he says.

## Flu, you and what to do

During the peak of flu season, LVHN colleagues are aware of the toll influenza takes on our emergency departments. In particularly bad flu years, our ED at LVH–Cedar Crest has utilized a [mobile surge tent to care for influenza patients](#). However, there are alternatives to the ED, including [ExpressCARE](#) and [LVHN Video Visits](#). “Keeping people with the flu – which is highly contagious – out of the ED helps prevent vulnerable people who are in the ED for other reasons from getting the flu,” Hunadi says. “By being evaluated via a video visit, we can – in most cases – provide tips to help you start feeling better, send any necessary prescriptions electronically to your pharmacy and even provide a work or school excuse that gets sent to your MyLVHN account for you to print out at home or work. If we feel an in-person visit is warranted based on your appearance, symptoms or medical history, we will direct you to go to the ED at that time.”

If you are experiencing symptoms such as these, you may have the flu:

- Fever or feeling feverish/chills (Note: not everyone with flu has a fever)
- Cough

- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Vomiting and diarrhea, though this is more common in children than adults

Hunadi says with the flu, it is best to get evaluated sooner than later because if you could benefit from an anti-viral medicine, they are most effective if started in the first 48 hours of symptom onset. Your video visit provider can prescribe one if it is indicated.

### **How to access a video visit**

Scheduling an LVHN Video Visit starts by logging into your MyLVHN account. If you need a MyLVHN account, set one up at [MyLVHN.org](https://mylvhn.org) or via the MyLVHN app. You will need to have your video visit via the MyLVHN app, so make sure you download it. It's free and available on the Apple App Store and Google Play. Step-by-step Instructions and video visit FAQs are available at [LVHN.org/video-visits](https://lvhn.org/video-visits).

### **Flu fighter**

Gerhart is still recovering from her bout with the flu, now several weeks after its onset. "I never realized how different the flu is versus a cold," she says. "I'm still tired and have congestion that is slowly going away. I'm so glad I could get seen by the video visit. It helped me on the path to getting better right from my house."

### **Benefits of LVHN Video Visits**

- Care is available 24/7, 365 days a year (or 366 during a Leap Year, like 2020).
- Care is always provided by an LVHN provider.
- Prescriptions are sent electronically to your preferred pharmacy.
- Your LVPG primary care provider receives updates through Epic, our electronic health record system.
- For LVHN Health Plan members, LVHN Video Visits are free.
- For non-LVHN Health Plan members, LVHN Video Visits are just \$49.
- Video visits are appropriate for most illnesses and minor injuries.
- They are available for anyone ages 3 and older ([with previously obtained proxy access for kids ages 3-17 years](#)).

Learn more at [LVHN.org/video-visits](https://lvhn.org/video-visits) and watch this video.



# eConsult Expansion: LVPG Adult Infectious Diseases and Adult Gynecology



Effective Monday, Dec. 16, 2019, LVPG added two new specialties to the expanding eConsult programs – LVPG Adult Infectious Diseases and Adult Gynecology.

The eConsult program allows providers to request input on specific, non-urgent patient-related questions from specialists in certain fields.

Goals of the program include:

1. Enhance communication between primary care and specialty practices.
2. Improve patient satisfaction by reducing time necessary to address specific clinical questions with expert feedback.
3. Improve access in specialty practices by addressing straightforward clinical concerns and questions in a timely fashion.

Bypassing the need for in-person consultations for many clinical scenarios ultimately improves timely access for patients with more critical specialty needs.

eConsults are currently available for adult patients in the following specialties:

- Anticoagulation Management
- Cardiology
- Endocrinology
- Gynecology
- Hematology
- Infectious Diseases
- Neurology
- Pain medicine
- Psychiatry
- Rheumatology

The request process is simple. Enter the order for the eConsult in “Medications and Orders” and select the appropriate option.

[Epic-based flows](#) for the program are available on the LVPG Intranet SharePoint Site under Provider Resources.

Simply enter the order for the eConsult in “Medications and Orders” and select one of the currently available options.

Some important reminders and considerations about the eConsult program:

- eConsults are appropriate for **non-urgent outpatient issues**.
- eConsults are **not directed to a specific provider**. They will be completed by a group of physicians in each specialty on a rotating basis.
- eConsults should be used **when the patient does not have an existing relationship with the specialist**. eConsults are not intended to ask questions about patients who have current relationships with specialists (patients who have been seen within the last two years). Questions about established patients should be directly communicated to the appropriate specialist – please use a “documentation only” encounter to direct a specific question about a shared patient.

- eConsult documentation will remain **part of the patient's permanent medical record.**
- All consult requests will be addressed within **three working days.**
- We anticipate the all eConsults will have one of the following outcomes:
  - Resolution of a specific clinical issue with clear recommendations for management.
  - eConsult will be converted to a traditional in-person specialty visit (and the timing of the visit triaged based upon acuity of the clinical concern).
  - eConsults will be declined in rare cases (for example, pediatric patient, clinical question outside the realm of specialist expertise, etc.)

When requesting an eConsult, please **do not place a formal referral to a specialist at the same time.** Appropriate eConsults will hopefully bypass the need for a patient to see a specialist for a formal visit. If formal face-to-face consultation is recommended, the eConsultant will communicate instructions to the ordering clinician.

Your continued feedback is essential. Please send any questions or concerns to [Judith.Brooks@lvhn.org](mailto:Judith.Brooks@lvhn.org) and/or [timo-](mailto:timothy.friel@lvhn.org)  
[thy.friel@lvhn.org](mailto:timothy.friel@lvhn.org).