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LVHN Weekly-Pocono

Newsletters

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LVHN Weekly-Pocono

Lehigh Valley Health Network

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Refer a Physician or APC, Earn a Bonus

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'Unrivaled Partnership' Strengthened at Coordinated Health

Physician Receptions – PHOTOS

by [Hannah Ropp](#) · January 16, 2020

Some partners are just meant to be. That was the shared sentiment as physicians and providers from Coordinated Health came together with leaders from LVHN to celebrate our new partnership. More than 100 providers attended the events, which were held in Scranton and Saucon Valley.

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“This has been among the most heartwarming events I have attended in the past 22 years,” said Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer at the Scranton reception.

To mark the historical occasion, Coordinated Health providers were presented with a new lab jacket, badge holder and other items featuring the LVHN logo. As colleagues celebrated our “Unrivaled Partnership,” there was a sense of optimism as everyone looked to the future.



“It’s a new year, a new decade and the start of a wonderful new partnership. Two leading organizations who provide the best of care are coming together and will only get better.”

-Coordinated Health Breast Surgeon Chand Rohatgi, MD



“This was a very jovial evening. We all feel like this is a good fit and are looking forward to the future.”

-Coordinated Health Urologist Jonathan Bingham, MD

“There’s definitely a sense of optimism here tonight.

There’s two great organizations coming together and



there's a great deal of excitement around that and everything it will offer patients.”
-Coordinated Health Orthopedic Surgeon Christopher Ferrante, MD



Image 1 of 5

A poster board showcasing the new “Unrivaled Partnership” marketing campaign was on display for attendees to sign with well wishes.

Insurance Update: Tier One Access to Coordinated Health Services

by [Katie Cavender](#) · January 14, 2020

Special Announcement



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This email is from Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer, Lehigh Valley Health Network (LVHN); Tom Marchozzi, Executive Vice President and Chief Financial Officer, LVHN; Terry Capuano, Executive Vice President and Chief Operating Officer, LVHN; and Tom Whalen, MD, Executive Vice President and Chief Medical Officer, LVHN.

Our acquisition of Coordinated Health (CH) not only benefits the community, it is an exciting step in increasing access to care for our colleagues and their dependents. LVHN is pleased to announce an update to colleague health plans, effective Jan. 1. In addition to these updates, CH colleagues and their dependents can now receive Tier 1 coverage at any LVHN entity.

Updates to the LVHN Health Plan (administered by Populytics)

This plan includes colleagues working at LVHN locations in the Lehigh Valley, non-union colleagues working at LVHN facilities in the Hazleton area and Schuylkill County, and Health Network Laboratories.



- Members now receive Tier 1 coverage for any CH provider or service at a CH or LVHN facility. To secure the highest benefit available, members are encouraged to seek services from a Tier 1 provider.

- Radiologists, anesthesiologists and pathologists supplementing the services of a CH provider in an inpatient or outpatient setting receive the same benefit level as the facility. This means, for example, if you receive services by one of these providers at a CH facility, you will receive Tier 1 benefits.
- Members should reference the provider directory published at [MyPopulytics.com](https://www.mypopulytics.com) to confirm providers' participation status on the plan. The active directory is affirmed daily.
- [MyPopulytics.com](https://www.mypopulytics.com) is also a convenient self-service portal for members seeking coverage and benefit information, deductible status, claim status and history. It also allows for secure, 24/7 email communication with a Populytics member service representative. Members may contact the Populytics call center at 800-925-8459 (Monday-Friday, 8 a.m.-5 p.m.) for assistance with any LVHN Health Plan question.

Highmark Blue Cross Blue Shield Plans (administered by Highmark) remain the same

These plans apply to colleagues working in the Poconos, and union colleagues working at LVHN facilities in the Hazleton area and Schuylkill County.

- **Your access to CH entities remains the same.** You will continue to receive the same level of coverage at CH as per rules of your respective plans and Highmark's contracts with CH. LVHN is evaluating your plan and will send out updates accordingly.
- For a full list of providers in your network, visit [highmarkbcbs.com](https://www.highmarkbcbs.com).

To make an appointment with a Coordinated Health provider, call CH at 610-861-8080 or visit [coordinatedhealth.com](https://www.coordinatedhealth.com). You can continue to reach LVHN by calling 888-402-LVHN (5846) or by visiting [LVHN.org](https://www.LVHN.org).

New App Connects Families to Lehigh Valley Reilly Children's Hospital

by [Rick Martuscelli](#) · January 14, 2020

With a new app called PedsPartner, the experts at Lehigh Valley Reilly Children's Hospital are always just a tap away. Whether you need to find a doctor, find after-hours care or find care advice for common and rare pediatric conditions, this must-have app for parents and caregivers has it all.



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Where should you take your child for treatment?

The following locations and services are just one tap away if your child does need to be seen in person for care:

- Find a Doctor – Search our directory to find the perfect doctor for your child.
- Locations – Get quick access to children's facilities and points of care.
- ExpressCARE – Find a location in or near your community for easy access.
- Emergency – Get quick connections to the Poison Center, 911 and ERs.

Does your child have a new symptom, injury or behavior?

- Symptoms – Get help deciding what to do when your child is sick or hurt.
- Parent advice – Get answers to questions about behaviors, eating and wellness.
- First aid – It's a quick reference resource when time is precious.
- Medications – Get help with dosages and maintaining a list of your child's medications.

Want to connect with Lehigh Valley Reilly Children's Hospital?

- Contact Us – Find useful phone numbers for common Children’s Hospital services.
- Feedback – The app provides a direct line for letting us know what you think.
- Giving – Use the app to make a donation to Lehigh Valley Reilly Children’s Hospital programs.
- Social media – Find ways to join the Children’s Hospital community.

The app is free for iPhone and android and may be downloaded from Apple App Store or Google Play.

Download the app



PedsPartner is derived from the clinical protocols used by pediatricians and nurses in 10,000 practices and 400 nurse advice call centers in the U.S. and Canada. They have been tested for 15 years on more than 150 million symptom calls.

Training for Upcoming Epic Upgrade Now Available

by [Tina Vo](#) · January 13, 2020

On Jan. 19, LVHN will upgrade to Epic's August 2019 version. To prepare you for the changes to come, please review the training materials that the Department of Education created. This upgrade will impact all who use Epic. For colleagues at LVH–Hazleton, LVH–Pocono and LVH–Schuylkill, this will be your first Epic upgrade since “leaping” to Epic in the fall.



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Depending on the application that you use, training will come in one of two forms:

- eLearnings in The Learning Curve (TLC)
- PDF training guides

The training materials will provide an overview of enhancements to Epic application(s) that you use. Reviewing the training should take around 15 minutes. Prior to go-live (between now and Jan. 19), please review materials that were sent to you from Epic@lvhn.org. You also can [review the materials here](#).

Play in the Playground

The Epic Playground is now updated for the Epic upgrade and available for you to explore. [Click here for Epic Playground login information](#).

Thank you for ensuring you are prepared for the quarterly Epic upgrade at LVHN when it goes-live on Jan. 19.

If you have any questions about Epic, please send them to Epic@LVHN.org.

Service Excellence Award Recipients Celebrated – PHOTOS

by [Kirstin Reed](#) · January 17, 2020

LVHN colleagues go above and beyond for each other, for our patients and for our community, and during the Service Excellence Awards on Jan. 16, the best among us were recognized at the Leader to Leader meeting.

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Here are the stories of three recipients of the Guldin Awards for Efficiency and Innovation and the two recipients of the Star Mentor/Coach Award. More stories about our Service Excellence Award recipients will be shared on LVHN Daily in the weeks to come.

The LVHN Guldin Award for Efficiency and Innovation in the Clinical Workplace



Obstetrics Dashboard Team

The Obstetric Tableau Dashboard Project marries the art and science of medicine and informatics, creating an automated clinical snapshot of patients on the Maternity Care Pathway. The “OB Dashboard” provides a comprehensive overview of patient care, pieces of which previously lived in segregated systems and care locations. The dashboard is a visual representation of metrics and milestones for obstetrics

care including prenatal labs, vaccinations and newborn care. It also supports operational metrics and financial projections by identifying new patients in OB-GYN practices and tracking which hospitals our patients designate for delivery. Due to the dedicated efforts of one physician, one nurse and two analysts, LVHN's department of obstetrics and gynecology can now better monitor pregnant patients, actively intervene and improve compliance with treatments plans as never before.

The LVHN Guldin Award for Efficiency and Innovation in the Nonclinical Workplace



Connect Portal Team

This team implemented “Connect Portal,” a provider-facing electronic portal to receive and process clinical pre-authorizations for LVHN Health Plan members and dependents. Populytics Care Management colleagues process more than 28,000 pre-authorizations per year and this portal increases efficiency and improves the customer experience. Before implementing the portal, turnaround time to review and respond to an authorization request was three days, on average. The team can now process and respond to these requests in one day or less. Patients and physicians receive more timely responses and patient care can be approved and scheduled faster.

The LVHN Guldin Award for Efficiency and Innovation in the Physician Practice



Connections Clinic Team

The team established “Connections Clinic,” a specialized program to treat vulnerable pregnant patients with a history of substance use disorder. Here’s one example of how the program works. To reduce patient fears and the stigma of drug addiction, and to help survivors rebuild a sense of control and empowerment, Virginia Valianatos serves as a “travelling” medical assistant. She received special training by physicians and case managers to build relationships with the patients, who can expect to see her at each of their maternity care visits. This “connection” prevents patients from having to repeat their history or feel uncomfortable discussing issues with someone new. She uses Epic in the exam room to schedule all follow up appointments so the patient does not have to discuss sensitive information at check-out. When Valianatos rooms a patient, she knows when to bring in a certified recover specialist, clinical management or outreach intervention. The multi-disciplinary team behind this program developed a compassionate and coordinated model of care delivery that combines human touch, empathy and support embedded in clinical workflows with the goal to achieve a healthy outcome for mother, newborn and family.

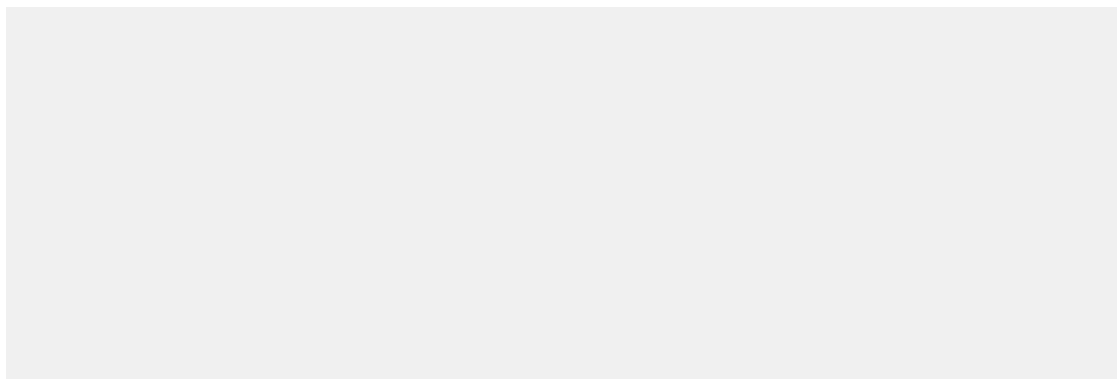
The LVHN Star Mentor/Coach Award



David Scaff, DO

David Scaff, DO, is the epitome of a leader and role model, serving as a formal mentor to students and an informal mentor to colleagues, patients and families. His dedication to his surgical specialty is evident, and his patience and desire to inspire others in the field is honorable. He takes the time to allow students to learn at their pace but also pushes them to expand their knowledge. He allows everyone at the table to have a voice and ask questions. He creates a psychologically safe environment for all to learn and inquire. Not only does he teach formally, but he is always sharing new techniques, new treatments and emerging research for the surgical and trauma population.

The LVHN Star Mentor/Coach Award





Michele Pisano, DMD

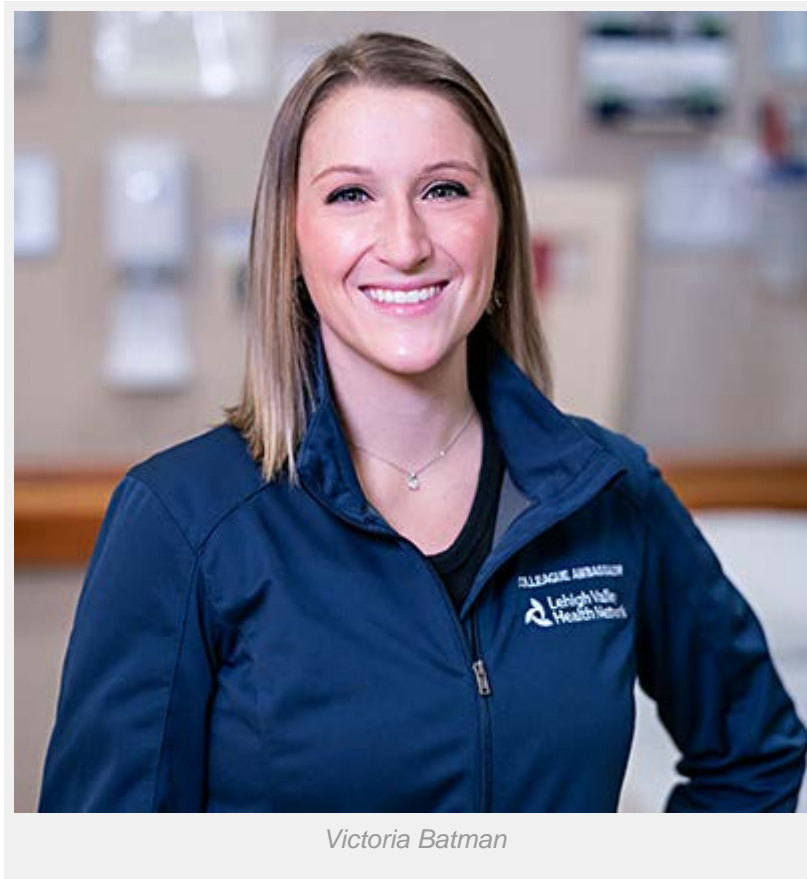
A good coach always looks out for the team's best interests. As a true servant leader, there is no task Michele Pisano, DMD, won't do in service of others. Beyond her formal role mentoring dental residents at LVH–Muhlenberg and LVH–17th Street, Pisano leads LVHN dental medicine teams through change with confidence and assurance. She was the team lead for the Epic Dental Wisdom project, led a team through the CODA site visit and worked with I/S to manage an upgrade of LVHN's dental software. In the words of her nominator, "I am extremely proud of what Dr. Pisano has accomplished and I am extremely proud of her dedication to LVHN."

Service Star of the Month – January 2020

by [Paula Rasich](#) · January 16, 2020

Victoria Batman, Radiation Therapy, LVH–Cedar Crest

When Victoria Batman, learned that an elderly patient missed a radiation oncology appointment, she first tried to reach him by phone. Nobody answered, so she called the patient’s medical contact, his niece



Victoria Batman

living in Michigan. The niece told Batman that her uncle did prepare for the appointment and had intended to go. After investigating further, Batman discovered the patient had missed a doctor’s appointment the previous day. The niece became worried about her uncle’s safety. He lived alone and had no one to rely on. Batman gave the niece the non-emergency police phone number in his township so that she could request a welfare check on her uncle. When the police arrived at his home, they found him on the floor in the kitchen. The patient did not remember falling or how many days he had been there. In the end, Batman called the niece to let her know that her uncle had been admitted to the hospital. “If Tori had not called the niece to follow up, the patient would have continued to lie on the floor alone,” says nominator Kelly Wanamaker. “By taking these extra steps, she went above and beyond her duty to ensure the patient was safe. She may have saved his life.”

Next Steps

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Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Brittanie Kreiger, RN, Emergency Services, LVH–Cedar Crest

A very sick young boy was admitted to the PICU. Soon after, his distraught mother was admitted to the emergency department for a heart problem. When Kreiger learned that the mother's young son had not been baptized, she arranged to have a Catholic priest come to the hospital and for the happy mother to be present at the ceremony.

Nicole Spess, RN, LVHN–One City Center

A patient receiving IV antibiotic treatment for endocarditis left the hospital against medical advice. She had two young children at home without child care. Spess called the patient and convinced her to return to the hospital to have her tunneled catheter removed. Spess then arranged for a new treatment plan that could be completed at home. Spess also helped the patient enter a treatment program for her recent drug relapse.

William Hardish, EMT, and Tracy Sapkosky, EMT, LVH–Pocono

While transporting a patient to his home in Saylorsburg, Hardish and Sapkosky learned he had been diagnosed with a terminal disease and had no family to turn to for support. When Hardish and Sapkosky found out that their patient would be alone for Thanksgiving, they delivered to him a turkey feast with all the fixings and spent some quality time with him during this holiday.

Susan Eckhart, RN, Medical Oncology, LVH–Muhlenberg

Eckhart cares for patients who have had a transplant, supporting them through their difficult medical journey. Eckhart is always calm and smiling. Patients and colleagues alike appreciate her caring and nurturing presence. She treats each patient like a family member. As a nurse for 30 years, it's often been said that Eckhart has found her calling in life.

Lehigh Valley Physicians Practice

The caregiving done every day in medicine is a team sport. A patient with a high blood pressure reading and an abdominal aortic aneurysm was brought back for additional testing. Imaging revealed a giant blood clot and risk of rupture. Speaking to the patient in Spanish, staff made sure he understood the urgency of getting to the ED immediately. Soon after, the patient was sent to the OR for coil embolization to treat the aneurysm. This man's life was saved by the extraordinary teamwork of these caregivers.

Nora Colon, Ambulatory Surgical Unit, LVH-17th Street

Colon leads her team with a positive attitude that is energizing and contagious. While admitting a preoperative patient for surgery, Colon found out that the patient was homeless and told her peers. Within 10 minutes, the staging team collected \$50 for a gift card. Colon made sure the patient had breakfast following surgery, and a scarf, hat and blanket donated from volunteer services. Colon then connected the patient with LVHN Street Medicine colleagues.

Diane Roberts, Adult Psychiatry, LVH-Schuylkill

Sitting at her desk, Roberts heard an unusual thump. Immediately she went to investigate and found a patient attempting to harm himself. Her actions may have saved the patient's life.

Elizabeth Gallo, RN, and Bridgette Appleby, RN, LVHN-Mack Boulevard

Appleby and Gallo received a call from a distressed woman concerned about her teenage daughter's facial swelling, drooping and one-sided smile. The team recognized the symptoms as Bell's palsy, so they told the mother to take her daughter to the ED. When the mother called the next day to schedule an appointment, she thanked the nurses for their help. This team's exemplary clinical assessment skills made a difference in this grateful family's life.

Windows 10: Coming Soon to a Computer Near You

by [Tina Vo](#) · January 13, 2020

A major technology initiative is now underway that will help improve security and performance of LVHN's laptop and desktop computers. The initiative involves the massive task of converting these computers to the Windows 10 operating system, a job that is more than a software update.



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Windows 10 is Microsoft's most current operating system for laptops and desktops. This update will help LVHN to remain current with security patches and feature enhancements to maintain patient safety and privacy as well as data integrity.

Our health network's technology division has prepared for this deployment for more than a year by performing a system/application analysis across all LVHN facilities. Here are answers to some questions you may have:

When will my device get upgraded?

Two weeks prior to your device's upgrade, colleagues will receive an email from a member of the technology team that explains when they should expect an analyst to arrive. If you are not available that week for this update, it is very important that you reply back to technology team. The team will coordinate another time for your update.

[Check out the Windows 10 intranet page](#) to see the full schedule of when your area is slated for the upgrade.

Do I need to be available when the Win 10 Technician arrives?

Yes. When your Win 10 Technician arrives, he or she will exchange your current device with one that has Windows 10 installed. This new device will have 90 percent of the applications/software pre-installed. After your device is set up, the analyst will walk you through the new set up. This process may take up to one hour. Please note that this deployment will not impact patient care.

By the numbers

- 18,000+ devices will be upgraded to Windows 10
- Over 5,000 devices have been upgraded to date
- This project is expected to take 10 months to complete

[Check out the Windows 10 intranet page for more information.](#)

Remembering a Friend: Bonnie Drabick

by [Katie Cavender](#) · January 16, 2020

Some of us know her from her time working in patient transport, others from sterile processing, but far and away most of us know Bonnie Drabick from her positivity and spirited personality. Drabick, former LVHN colleague and patient, passed away on Dec. 30, 2019 but not before she left a powerful message to the world and a deep impression on our hearts.

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Spreading the Sunshine

Drabick's nickname is Sunshine, and it's clear why. She was diagnosed with stage four pancreatic cancer in March 2019 and maintained unwavering optimism.

Bonnie's positive outlook and energy touched her care team, so when she expressed an interest in creating a video to share her message the team got to work. They contacted the Lauren Pearl Halper Fund, which fulfills wishes of patients in hospice and generously funded the video. It was Bonnie's wish for the video to be shared not only with you, but with as many people as possible.

You made Bonnie's wish come true

The video was shared with LVHN colleagues at the November Leader to Leader meeting, and on LVHN's social media accounts. With your help, her message reached thousands of people.

On LVHN's Facebook page the video:

- Reached 23,233 people
- Received over 15,000 views
- Earned 1,351 reactions, comments and shares

We thank everyone who helped fulfill Bonnie's final wish for her words to be heard.

To share the video, visit the [LVHN Facebook page](#). If you would like to donate to the Lauren Pearl Halper Fund, go to [LVHN.org/give](#) and choose "Lauren Pearl Halper Fund" as the designation.

