

Transform Health Care Through Innovation

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a blog on LVHN.org containing timely health information and health network news.

Help Us Transform Health Care Through Innovation

BY [RICK MARTUSCELLI](#) · MARCH 29, 2016

Here's a test. Correct this Roman numeral equation without touching the matches, adding new ones or taking any matches away.



It is possible, but it requires innovative and creative thinking. All you have to do is flip the equation on its head, literally. If you turn the image upside down (or move to the opposite side of the table if you're looking at it in person), the equation is correct: 10 equals one plus nine.



Flipping a problem on its head is one way you can be an innovative thinker. This exercise was performed at [March's Leader-to-Leader meeting](#) during a presentation by Laree Kiely, PhD, president of The Kiely Group, a firm specializing in organizational impact. The presentation provided ways to help us transform health care through innovation.

Innovation is a topic that's top of mind at LVHN following the establishment of the [Air Products Center for Connected Care and Innovation](#) at [LVHN–One City Center](#). It's a space that will allow for the testing of concepts, technologies or pilot ideas in a controlled setting. Cultivating innovation also is a core competency of LVHN leaders.

Use these key takeaways – and watch snippets of the presentation (see video below) – to foster innovation where you work.

What is innovation?

- The process of putting new ideas into practice
- Introducing something new, improved or both
- It's usually assumed to be a positive thing, whether it is or is not.
- It's intended to be beneficial.

Innovative people and organizations stay ahead of change and are leaders. Those that are not innovative react to change and become followers.

What blocks innovation?

Confirmation bias – When searching for a solution to a problem, we tend to look for and rely on information that confirms our initial opinion.

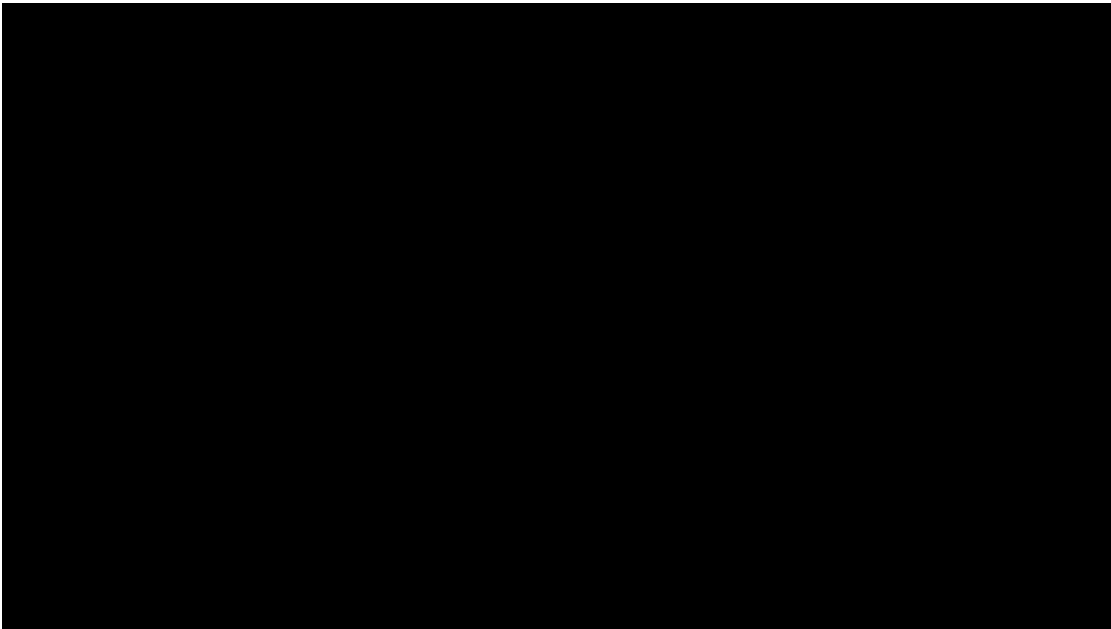
Affinity seeking – We tend to put more stock in information from people we like or who have power over

us.

Change for the sake of change – Just because you discover a solution doesn't mean it's the correct solution.

Tips for being an innovator

- Ask questions first. Never start problem-solving by blurting out solutions.
- Identify the correct problem. We tend to identify problems we already know how to solve rather than identify the problem that needs to be solved.
- Have an open mind. Creativity comes from being curious about new information and other people's viewpoints.
- It's OK to be uncertain. You can't be creative if you refuse to be confused.
- Have three possible answers to a problem. Then, try them all. If you think there is only one right answer, you'll stop looking as soon as you find one.
- Flip it on its head. For example, population health flips health care on its head. Today, we're focusing on creating wellness instead of treating illness.
- Embrace differences. Give ideas the benefit of the doubt before you doubt their benefit, especially those of people with whom you don't always relate to or agree with.
- Ask "Why?" Knowing the answer to "Why?" helps you be more innovative.
- Ensure your idea is better than the status quo. Use the Triple Aim as a guide to ensure your idea creates better health, better care or better cost.



Laree Kiely, PhD, President of The Kiely Group, discusses innovation in health care at a recent Leader to Leader meeting.

Special Announcement Regarding Epic Upgrade

BY [ADMIN](#) · MARCH 25, 2016

***** This announcement is from Michael Minear, Senior Vice President and Chief Information Officer *****

Colleagues –

The planned Epic upgrade to the 2015 version, scheduled for May 21, 2016 is being delayed due to potential performance and security issues associated with the upgrade.

The implementation of the Epic system has been a tremendous success by almost every measure. While using Epic in your day-to-day work, many of you discovered areas it could be improved. The LVHN Epic team was able to implement hundreds of your suggestions, resulting in improved interactions with the system, new workflow efficiencies, and ultimately, improved patient care.

Another route to achieve enhancements is to upgrade Epic to the 2015 version, the latest version Epic

has released. We had targeted this go live for May 21st; however, LVHN has learned last week of serious issues with the new version from Epic.

Understanding the risks and knowing there are still unknown factors, we will delay and push back the 2015 upgrade timeline. We will continue to work with our Epic counterparts to load and test functional and security fixes to the EHR, and based on the outcome of this work define a new date.

Thank you, again, for contributing to the successful EMR transformation at LVHN. When we reach the upgrade go-live, I have no doubt you will continue to provide comprehensive and compassionate care to our patients – care that will be enhanced and supported by the 2015 Upgrade.

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Kay Schwalm Laces Up for Callie During the March of Dimes Run for Babies

BY [SHEILA CABALLERO](#) · MARCH 31, 2016

Kay Schwalm, RN, thought her days of running were history when she gave up cross country and track after high school. More than 30 years later, she's lacing up her running shoes again, inspired by a special little girl named Callie.

On April 17, Schwalm and a team of LVHN colleagues will participate in a fun run at Dorney Park & Wildwater Kingdom. Proceeds will benefit the March of Dimes' mission to fund research, education and support for families and their pre-term babies.



Callie was born prematurely at 26 weeks at LVH–Cedar Crest after her mom Jodi Gauker went into liver failure as a result of preeclampsia. Weighing just 1 pound, 9 ounces, Callie was at risk for a number of complications that can impact preemies, including underdeveloped lungs. In the NICU, Callie was treated with a surfactant to help strengthen her lungs – a treatment that was developed through research funded by the March of Dimes.

“Callie is a fighter. She’s why I run,” Schwalm says. “She inspired me to register for the run last year after walking the course for 11 years. Since then, I’ve run four half-marathons and am training for a full marathon.”

A fun-filled course for all ages

Running is a fun escape that has turned into an addiction for Schwalm. She and her colleagues from [LVPG Maternal Fetal Medicine–3900 Hamilton Blvd.](#) will run a course that takes participants through Wildwater Kingdom, Planet Snoopy, Dinosaurs Alive and up hilly terrain behind Dorney Park.

“This run is for people of all levels,” Schwalm says. “Some participants jog. Others alternate between running and walking. It’s all about the babies; that’s why we’re here.”

When Schwalm first got into nursing 30 years ago, preemies were viable at 28 weeks. Now preterm babies like Callie are viable at 24 weeks. The March of Dimes supports research and the development of medications that give babies born early a better fighting chance.

Gauker and her husband Lee feel blessed for the love and support of people like Schwalm and for the March of Dimes. “It’s a great organization that does really important things,” Gauker says. “I support and believe in their mission because I’ve seen how it’s helped Callie.”

The Run for Babies takes place Sunday, April 17 at Dorney Park & Wildwater Kingdom, Allentown. To register for the 5K as part of LVHN’s team, visit the [race website](#). Individuals who prefer to walk the course can register for the [March for Babies](#), which begins immediately following the run.

Service Anniversary List – April 2016

BY [NICHOLAS FRITZ](#) · MARCH 30, 2016

Happy anniversary to all colleagues celebrating a career milestone at LVHN in April.

40 Years

Mary Cressman, department of emergency medicine

Lester Lauer, patient transport services

Kim Sterk, clinical services

35 Years

Catherine Glenn, outpatient registration

Rose Harvilla, 4T

30 Years

Shelly Frick, 6B

Gregory Heckler, engineering

Claranne Mathiesen, neuroscience

Kenneth Mead, adolescent psychiatry

Melissa Pineda, Heart Station

Hope Roth, HealthPage

Michael Scott, engineering

Louis Temprine, engineering

Gary Williams, engineering

25 Years

Mary Biehl, clinical appeals/denial management

Jean DeChristopher, Fairgrounds Surgical Center

Donald Klingeman, radiology

Todd Leibenguth, endoscopy/G.I. lab

Amy Mutter, cardiac catheterization lab

Komkai Somboonsong, pharmacy

Madeline Starr, Cardiac Diagnostic Center

20 Years

Shawn Bausher, Burn Recovery Center

Jennifer Fenstermaker, maternal fetal medicine

Alison Montgomery, MICU/SICU

Richard Schappell, pharmacy

15 Years

Purnima Desai, pharmacy

Kristie Hoeflein Metz, operating room

Sherry Israel, LVPG Pediatrics–Bethlehem Township

Yah Kilikpo, TNICU

Nora Lorenc, NORI

Josefina Magalona, MICU/SICU

Patrick McIntyre, LVPG Obstetrics and Gynecology–1245 Cedar Crest

Juliane Neifert, clinical services

Robert Schmell, Epic

Michele Stangl, OR centralized scheduling

Carolyn Suess, Center for Connected Care and Innovation

Kelly Vespico, nursing float pool

Deanna Weiss, float pool

Vicki Yeh, case management

10 Years

Andrew Cook, organizational development

Melanie D'Avanzo, ambulatory surgical unit

Sara DeBenedetto, LVPG Obstetrics and Gynecology–Pond Road

Brandi Delgado, Cancer Center multi-purpose area

Maria Ferro, cardiac ICU

Myrna Gonzalez-Moret, supply management

Heather Harwi, LVHN Surgery Center–Tilghman

Monica Jedrejczyk, emergency department

Kristine Keblish, ultrasound

Tonya Kemp, perinatal evaluation

Ericka Martinez, Children's Clinic

Tariq Masood, radiology

Slavka Morrison, emergency department

Kelly O'Connell, partial hospitalization

Mary O'Rourke, LVPG Obstetrics and Gynecology–1240 Cedar Crest

Maria Roth, LVPG Obstetrics and Gynecology–1240 Cedar Crest

Paige Roth, enterprise analytics

Darryl Rotherforth, bed management

Erika Sandt, Children's Surgery Center

Andrew Sauerzopf, information services

Susan Schweitzer, LVPG billing services

Martha Spatig, Cardiac Diagnostic Center–Muhlenberg

Sara Terefinko, 4T

Wattana Treese, coding integrity

Edward Weaver, security

Andrea Whitehurst, precertification department

5 Years

Michael Bailey, lean

Christopher Beidelman, information services

Cammy Budnavage, float pool

Samantha Bush, emergency services

Joselyn Correa-Melendez, Pediatric Sleep Center

Ann Crawford, LVPG Hematology Oncology–Muhlenberg

Yurisleidys Cruz, diagnostic radiology

Dianne Danner, 7B

Nina DeNardo, Epic

Jourdan Eller, labor and delivery

Donald Fugill, pharmacy

Lauren Garcia, case management

Gregory Gleaton, engineering

Melissa Haydt, information services

Shelby Heckman, LVPG Family Medicine–Hamburg

Kimberlee Hunsicker, open-heart unit

Stacey Koch, radiology

Kaitlyn Landis, case management

Brenda Landt, information services

Kathleen Lenner, Weight Management Center

Vera Lichtenwalner, home care information services

Diosmaris Luzon, Lehigh Valley Family Health Center

Lauren McChesney, case management

Debra Medlar, LVPG Adult and Pediatric Psychiatry–Muhlenberg

MaryKate Myer, transitional trauma unit

Elise Nash, nursing float pool

Richard Outland, Epic

Jenyne Podlinski, emergency department

Quatima Powell, LVPG Pediatric Gastroenterology–1210 Cedar Crest

Sherri Reinbold, courier services

Danielle Schaeffer, labor and delivery

Shawn Silvoy, business development

Julie Spencer, rehabilitation services

Marissa Strohlein, LVPG Family Medicine–Brodheads ville

Robert Thompson, LVPG Ophthalmology–17th Street

Mary Tomko, case management float pool

Amber Uhler, Sleep Disorders Center–Bethlehem Township

Lori Whitehead, cancer financial services

Sandra Wilson, operating room

Wendy Wuchter, 6K

Visit Washington D.C., Gettysburg and New York City This Spring

BY [NICHOLAS FRITZ](#) · APRIL 1, 2016

LVHN's Recreation Committee is running trips to Washington D.C., Gettysburg and New York City in the upcoming spring months. Here are the details about the trips.

Washington D.C., April 23-24

- Round-trip motor coach transportation
- One night's lodging, one breakfast and one full-course dinner
- Guided sightseeing tour, including Embassy Row, National Cathedral and Capitol Hill
- Guided tour of illuminated monuments, including the FDR Memorial, Jefferson Memorial and Kennedy



Center for the Performing Arts

- Visit the Martin Luther King Memorial, Vietnam Memorial, World War II Memorial, Korean War Veterans Memorial and Lincoln Memorial
- Smithsonian Institute
- Also includes a souvenir gift, luggage handling, taxes and meal gratuities

Price: \$230 per person (double, triple and quad occupancy) (single occupancy – additional \$99)

[Get more details and a registration form.](#) The reservation and payment deadline is April 9. Email [Brandi Haja](#) or call 610-751-8580 for more information.

Gettysburg, May 14

- Round-trip motor coach transportation
- Entrance to the Gettysburg Visitors Center museum, Cyclorama and film
- Lunch on your own at the Visitors Center Cafe
- Guided tour of the battlefield
- Tour of the Shriver House, a museum that explores the civilian experiences during and after the battle
- Dinner at General Pickett's Buffet

Prices:

Adults: \$78

Students 6-17: \$73

Children 1-5: \$57

[Get more details and a registration form.](#) The reservation and payment deadline is April 8. Email [Louise Rheiner](#) for more information.

New York on Your Own, June 18

- Round-trip motor coach transportation
- Enjoy spring time in the city by spending the day shopping, seeing a show, taking a double-decker bus tour around the city, enjoying a Circle Line boat trip around the island or just sitting in the park and relaxing.

Price: \$30 per person

[Get more details and a registration form.](#) The reservation and payment deadline is June 11. Email [Brandi Haja](#) or call 610-751-8580 for more information.

The Lion King on Broadway, June 29

- Round-trip transportation
- Show ticket is orchestra seating for *The Lion King*, the award-winning show for Best Musical on Broadway

Price: \$130 per person

[Get more details and a registration form.](#) Email [Latoya Mitchell](#) or call 610-402-1114 for more information.

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Culture of Wellness Opportunities in April for Raising a Family

BY [NICHOLAS FRITZ](#) · MARCH 28, 2016

Here are this month's Culture of Wellness events for raising a family:

April 3 and 14 – Breastfeeding

April 3, 11, 13, 17 and 25 – Maternity Tours

April 3 and 17 – Sibling Tours

April 6, 22 and 25 – Car Seat Check

April 9 and 23 – Preparing for Childbirth (one-day class)

April 16 – Baby Care

Starting April 20 – Preparing for a Baby (six-week series)

April 21 – CPR for Family and Friends

For more information or to register, call 610-402-CARE.

[Learn about all of our Culture of Wellness programs.](#)