

July 8-12, 2019

[LVHN Among 'America's Best Employers'](#)

Forbes names us the top-rated health network in Pennsylvania.

[Hackerman-Patz House to Temporarily Close](#)

It will be renovated during this phase of ED expansion project.

[Complete the President's Innovation Challenge](#)

Submit groundbreaking ideas to improve the patient experience.

[Calling All Musikfest Volunteers](#)

Staff our LVHN Health Tents Aug. 1-11.

[Colon Cancer Research Study](#)

Learn how you can participate.

New Patient
Satisfaction
Vendor

[Learn More](#)

nrc
HEALTH

AIG Advisor
to Visit
Hazleton

[Learn More](#)

AIG
AIG Retirement Services

Register for
LEAP Epic
Training

[Learn More](#)

LEAP
NEWS

LVHN news

Kids and Hot Cars

When Ear Infections Keep
Coming Back

Taking Steps to Protect Your
Ears

Forbes Names “America’s Best Employers” and LVHN is on the List

BY [KIRSTIN REED](#) · JULY 10, 2019

It’s time to celebrate, again! Forbes released a list of America’s Best Employers by State, and LVHN made the list. This latest recognition follows news from [Becker’s Healthcare](#) and [The Morning Call](#), which both named our health network a top place to work earlier this year.

Forbes partnered with Statista, a market research company, to release a ranking of best-in-state employers. In Pennsylvania, LVHN ranks sixth among the top 60 employers and is the top-rated health network in the state.

Nearly 80,000 employees from across the United States submitted an anonymous evaluation of their employers. Evaluation of best employers was based on two criteria:



1. Direct recommendations – Employees were asked to rate their willingness to recommend their own employers to friends and family.
2. Indirect recommendations – Employees were asked to evaluate other employers in their region or industry that stand out positively or negatively.

Why does recognition matter?

At LVHN, colleague engagement is included in our health network goals. We collect feedback internally through the annual Colleague Engagement Survey and take action to make LVHN an even better place to work and grow. In 2018, [we turned your answers to actions](#). This year, over 11,000 colleagues participated in the colleague engagement survey, and [we scored higher in 20 of the 23 categories compared to last year](#). Internal surveys are an important way to celebrate successes and identify opportunities for improvement.

External surveys, on the other hand, are an important way to recruit the best talent to join LVHN.

Participating in external surveys is an opportunity for our colleagues to share what makes LVHN great. When you share positive feedback and our health network makes it on “best places to work” lists, we attract talented health care professionals who want to join our team. When we recruit exceptional talent, our workforce is stronger and we experience less turnover. That makes the work experience better for you, and the care experience even better for our patients.

What’s next?

LVHN is participating in “Best Places to Work in PA,” a program managed by Central Penn Business Journal (CPBJ) in partnership with Team Pennsylvania Foundation, the Pennsylvania Department of Community and Economic Development, the Society for Human Resource Management (SHRM) – PA State Council and Best Companies Group.

From July 26 – Aug. 9, approximately 1,400 colleagues across all LVHN locations will be randomly selected to participate in an engagement and satisfaction survey. Response rate is important as we are considered for a “Best Places to Work in PA” recognition. If you are asked to complete a survey, please consider taking time to share what makes you #LVHNProud.

As we celebrate the Forbes recognition, we want to congratulate all colleagues! It’s because of you that LVHN continues to be honored as a best place to work. Thank you for all you do to make LVHN a great place to work and grow.

Hackerman-Patz House Will Temporarily Close July 15 as Part of ED Expansion Project

BY [RICK MARTUSCELLI](#) · JULY 9, 2019

This email is from Bill Kent, President, Lehigh Valley Hospital President, and Laura Harner, Director, Patient Experience.

Construction of a [new emergency department and observation unit](#) continues on the LVH–Cedar Crest campus. Next week, we will reach a significant phase of the construction project.

On Monday, July 15, at 5 p.m., the Hackerman-Patz House will temporarily close for approximately eight weeks. This will allow significant construction to be completed around the house and renovations to be made inside the house.

The Hackerman-Patz House is a convenient and affordable “home away from home” for families of patients receiving care at LVH–Cedar Crest.

While it is closed, we will do everything we can to give families the hospitality, convenience and service they expect and deserve while supporting their hospitalized loved one. Here is what you need to know:

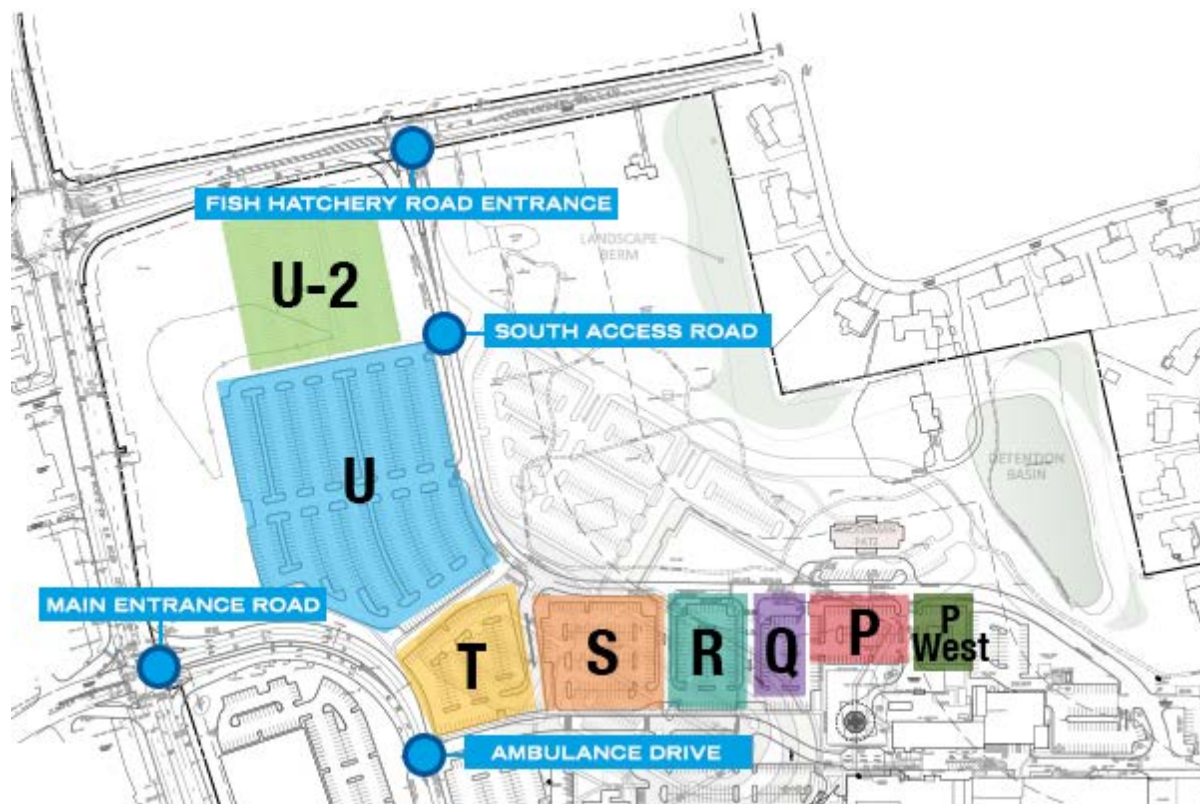
- Guests requesting a stay at the Hackerman-Patz House will be referred to Jenn’s House, a nearby hospitality house, and designated area hotels at reduced rates.
- Guests should call 610-402-9500 for a list of alternate lodging options.

Here is what will happen during the temporary closure of the Hackerman-Patz House:

- A new South Access Road will be constructed. When complete, the road will connect Fish Hatchery Road and Kressler Road, and gives colleagues access to parking lots.
- **Parking lot P West will close.** Physicians who park in this lot should park in lots T and S. All other



colleagues should park in lots U and U-2.



- Every guest room in the Hackerman-Patz House will be renovated with new flooring, paint, countertops and more.
- A new parking lot will be constructed in front of the house.

Please share this news with families who are interested in staying in the Hackerman-Patz House. Be sure to thank them for their understanding as we work to give patients in our emergency department and guests in the Hackerman-Patz House the best possible experience at LVHN.

[Share](#)
[Print Email](#)

President's Innovation Challenge: Submit Groundbreaking Ideas to Improve LVHN Patient Experience

BY [KIRSTIN REED](#) · JULY 3, 2019

The goal of the President's Innovation Challenge is to develop innovative ways to care for our patients, and the process is simple.

Think outside the box.

- Put yourself in the patients' shoes. How do patients and families interact with your department?
- Would you add, change or eliminate a service or program to improve the patient experience?

Think about industry leaders (inside and outside of the health care industry).

- What practices have you learned about at a recent conference?
- What have you read about in a recent journal article?

Incorporate elements like these into your proposed idea, and make it unique to the LVHN experience.

Complete the submission form.

Outline your idea, but don't solve the problem. You read that right. We are not looking for a solution. No business plan. No financial forecast. Just your remarkable ideas.

Use the prompt to fill in the question "How might we," like the following examples:

- How might we use technology to make life better for a person with a disability?
- How might we quickly connect patients diagnosed with cancer to a support community?
- How might we encourage kids to take medications properly?
- How might we improve the clinical trial experience for patients?
- How might we improve the patient flow through our facilities?



After you craft a “How might we” question about the problem you want to address, answer these questions from the patient’s point of view:

- What is the problem or need?
- Who is affected by it?
- How is it currently addressed or not addressed?
- What makes your idea remarkable?

The most creative ideas that are most likely to positively impact the patient experience will be reviewed by the Patient Experience Steering Team for prioritization and the top ideas will be assigned to an Innovation Team to explore further. Be thoughtful about your submission. To keep submissions concise, responses to each question will be limited to 250 words. If an idea is not directly related to patient experience or if it does not align with the Network Goals for patient experience, it will not be reviewed by the Patient Experience Steering Team.

Submissions will be accepted July 5 through Aug. 5. [Submit your remarkable idea here.](#)

[□ Share](#)

[Print Email](#)

Calling All Musikfest Volunteers

BY [ASHLEY TOTH](#) · JULY 3, 2019

Join LVHN Aug. 1-11 as a volunteer for the nation's largest free music festival, Musikfest! LVHN is proud to once again partner with ArtsQuest as the official health care provider for Bethlehem's popular Musikfest.

We are in need of colleague volunteers to staff our four LVHN Health Tents for the duration of the festival. It's a chance to show you are #LVHNProud and a great way to enjoy summer while listening to some great musicians as you interact with our community.

Both clinical and nonclinical colleagues are needed for shifts ranging from 2 ½ to 4 hours. Licensed colleagues (such as registered nurses, physicians and physician assistants) will be appropriately compensated. Everyone will receive a moisture-wicking LVHN T-shirt.

Signing up is easy. Simply [review this letter, self-learning packet](#), and [schedule](#) to select your times, including your second and third choices. Once you've decided on a shift, call 888-402-LVHN to schedule.



Healthy Adult? Join a Study on Colon Health

BY [MARCIANN ALBERT](#) · JULY 11, 2019

If you are a healthy adult, you are invited to join a study on colon health. This study explores how the colon and its bacteria (microbiome) work together. The aim of this study is to compare the microbiome of healthy individuals such as yourself with the microbiome of patients with cancer to help determine if there are differences between the two. You will be compensated for your time.

Participants must:

- Be at least 18 years of age
- Have no personal history of cancer
- have no history of autoimmune disease

Research may include:

- A computer survey regarding diet
- A written survey regarding health condition
- Stool sample for analysis

LVPG Oncologist Usman Shah, MD, is the principal investigator for this study.

[Download a poster about the study.](#)



4 [Share](#)

[Print Email](#)