

6/17/16

# LVHN WEEKLY

Your wrap-up of the week's news from LVHN Daily

## **LVHN Meets Charitable Mission**

Learn about Judge Brian Johnson's ruling.

## **Public Safety Information Bulletin**

Protecting the safety of our patients, visitors, and staff.

## **LVH-Cedar Crest Road Closure, Parking Changes**

See which area of the campus is affected.

## **Help Ease Hospital Traffic, Congestion**

Learn the proper place for drop-offs and deliveries.

## **Introducing MyTotal Rewards**

It's a summary of your compensation and benefits.

## **New Urology Marketing Campaign**

We're educating men about BPH, a common condition.

## **Sandy Marsh Named Service Star**

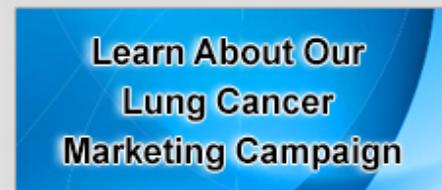
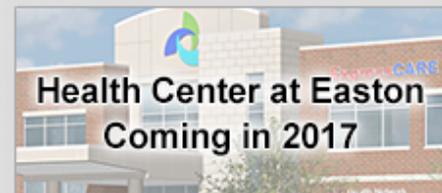
She befriended a patient in distress.

## **Visit Baltimore Inner Harbor**

This Recreation Committee trip is Sept. 17.

## **Spotlight on Evidence**

Take a closer look at two evidence-based projects.



# Judge Johnson Affirms LVHN Meets its Charitable Mission

by [Admin](#) · June 13, 2016

Special Announcement



[Back to top](#)

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[1](#)

**This message is from Brian A. Nester DO, MBA, FACOEP, president and CEO**

Back in December we told you of Judge Brian Johnson's process of examining our network's charitable care status. I am pleased to announce that Judge Johnson has affirmed that Lehigh Valley Health Network operates consistently with its legal obligations as a non-profit organization with a charitable mission.

We respect the court's order and thoughtful analysis that shows we remain true to our charitable mission. As Judge Johnson's favorable opinion indicates, the health network fulfills its charitable mission including improving health care, advancing medical science and providing education. The opinion also states that the manner in which LVHN operates is in accordance with Nonprofit Corporations Law. This accounting demonstrates the many ways we invest in the health of the community and that we provide care for all, regardless of their ability to pay. Doing so is part of our heritage, our mission and our commitment to the community.

The health of all of our neighbors is, and always will be, our priority, and our decisions are driven by the desire to meet the community's health care needs. Thank you for your commitment to supporting our mission.

# Department of Public Safety Information Bulletin

by [Admin](#) · June 16, 2016

In light of the recent tragedy in Orlando, we want to assure LVHN colleagues that the safety of our patients, visitors, family members, and staff at all network locations

[Back to top](#)

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is of paramount importance.

Our Department of Public Safety has developed strong working relationships with local, state, and federal law enforcement agencies throughout the region, and our mutual training exercises specifically address potential active shooter and terrorist threat scenarios. Our Security colleagues have over 500 years of collective law enforcement experience, and they monitor a wide array of closed circuit security cameras 24/7/365 at LVHN's state-of-the-art communications center. As many of you have experienced in recent years, LVHN also provides education for colleagues through The Learning Center (TLC) module on the Run, Hide, Fight model in response to an active shooter incident.

In order to disseminate immediate information with regards to a dangerous incident, we would encourage staff to sign up for alerts through our mass notification system. This can be completed by following the instructions attached through the ServPa website (or [click here for instructions](#)).

We want to ensure that our colleagues are genuinely safe in the workplace environment. If you have specific comments or concerns, please direct them to Craig Finnerty, Director, Security and Luis Puentes, Administrator, Public Safety.

Thank you.

Lou

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# Temporary Road Closure and Employee Parking Lot Changes at LVH–Cedar Crest

by [Rick Martuscelli](#) · June 13, 2016

[Back to top](#)

From June 20 to mid-November, utility lines along the south border of the LVH–

□ 1

Cedar Crest campus near the maintenance building will be relocated underground.

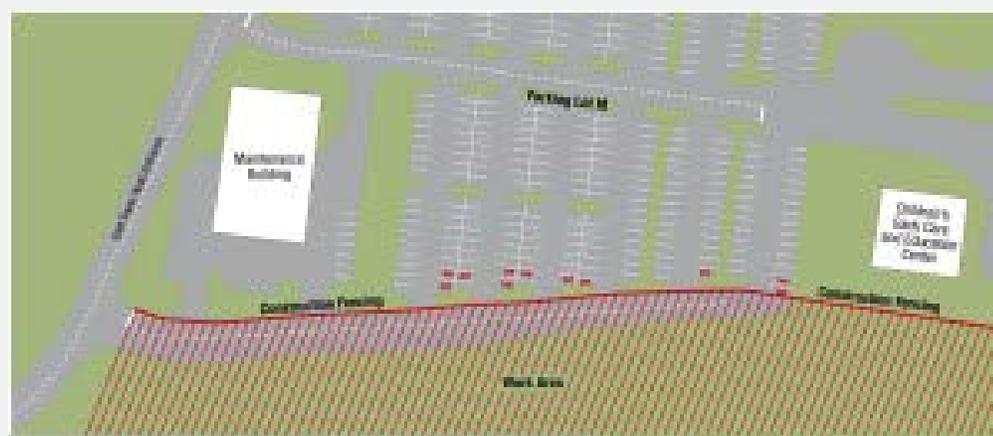
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As this work is being done, these changes will occur (as shown in the photo, below):

- The perimeter road between the East Texas Road campus entrance and the Children's Early Care and Education Center will be closed.
- Aisles in Employee Parking Lot M will be accessible only from the north. Parking spaces near the construction fence will be eliminated to allow vehicles to access adjacent aisles or turn around.
- The gravel walking path along the perimeter road will not be accessible.
- Street lighting along the perimeter road will be relocated to the parking islands at the south end of lot M.

This work is being done in response to the adoption of a township zoning ordinance, which requires a buffer zone where the hospital property borders residential properties.

If you have questions or concerns about this project, please contact LVHN's public affairs department at 484-884-0810.



*Click the photo to view a larger version of the revised parking map.*

# Help Ease Traffic and Congestion at our Hospitals' Main Entrances

by [Ted Williams](#) · June 14, 2016

Our patients and visitors deserve a warm welcome to all our facilities.

[□ 3](#)

[Back to top](#)

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By taking a few simple steps, you can help ensure their arrival is safe and hassle-free.

There have been a growing number of personal deliveries and colleagues getting dropped off at the main entrances of our three hospitals in the Lehigh Valley. This creates vehicle congestion, which hampers patient access and creates an unsafe environment at our hospital entrances.



Security services supervisor Brad Fulmer says it has long been our policy that deliveries for colleagues – including food, flowers and other personal deliveries – should be accepted at our hospital loading docks.

As a result, all colleagues should adhere to the following guidelines:

- At **Lehigh Valley Hospital–Cedar Crest**, delivery people should not park in the main entrance driveway or the parking decks. Colleagues requesting deliveries of food or any other items should have them delivered to the loading dock. Here are directions to the loading dock:
  - **For delivery people:** Proceed past the hospital entrance road located between the parking decks in front of the hospital. As you see signs for parking lot K, you also will see signs for the loading dock. Turn left before the maintenance building. Continue until you see the day care on the right. Veer left for the loading dock, which is directly across the road from the day care.
  - **For colleagues:** From inside the hospital, access the loading dock via the service hallway that runs along the rear of the cafeteria.
- At **Lehigh Valley Hospital–Muhlenberg**, the loading dock is located at the rear of the South Tower building. Here are directions:
  - **For delivery people:** Enter the campus from the main entrance side facing the big blue H. At the intersection, veer to the right. Look for the Health &

Wellness Center on the right. The loading dock is directly across the road from that building to the left. Look for signs for the loading dock.

- **For colleagues:** From inside the hospital, access the dock from the first-floor hallway behind the cafeteria. From the upper floors, take the service (purple) elevator to the first floor.
  
- At **Lehigh Valley Hospital–17<sup>th</sup> Street**, the loading dock is accessible from West Street, which is behind the hospital. Here are directions:
  - **For delivery people:** From 17<sup>th</sup> Street, turn onto Gordon Street (just north of the emergency department). Turn right onto West Street to the loading dock.
  - **For colleagues:** From inside the hospital, access the loading dock via the “tunnel,” located in the rear of the ground floor. From upper floors, take the service (brown) elevator to the ground floor.

Failure to adhere to this policy may result in some establishments being banned from delivering items to our campuses.

**Colleagues who are dropped off** at a hospital must use an entrance other than the main entrance.

**Colleagues working at any other LVHN facility where patients are served** should avoid deliveries and drop-offs at or near main entrances to help ensure patients can enter our facilities easily and safely.

# Introducing MyTotal Rewards

by [Rick Martuscelli](#) · June 16, 2016

You deserve to be rewarded for all you do for our health network and community. To

[□ 2](#)

[Back to top](#)

[□ Share](#)

give you a better understanding of the rewards you work so hard to earn, LVHN will begin providing MyTotal Rewards to you starting June 16.

Accessible from the Employee Self-Service page on Lawson, MyTotal Rewards is an online statement you can review to gain an understanding of everything LVHN provides as part of your total compensation and benefit package. Your statement is specific to you and provides information about your:



- **Compensation**, including your base pay, bonuses or incentives, differential pay and other compensation on an annual and year-to-date basis.
- **Health care and income protection benefits**, including your medical, dental and vision plans, flexible spending account, life and disability insurance plans, and other benefits provided by LVHN.
- **Retirement**, including your pension, matching 403(b) or 401(k) and other benefits that help you plan and save for life after LVHN.
- **Work and life balance**, including details about your paid time off (PTO), sick time, tuition reimbursement, Culture of Wellness benefit and more.

The [MyTotal Rewards User Guide](#) will help you understanding your statement.

The information on your statement will be updated periodically and available for you to review and print at any time on Lawson. To access Lawson, click the Lawson icon on your SSO toolbar. Once in Lawson, on the Employee Self Service dashboard, click the “MyTotal Rewards Statement” link in the middle of the page.

If you have questions regarding:

- Logging into your statement, please call your IS help desk 610-402-8303
- The information on your statement, please call your benefit counselor at 484-884-3199.

# Gotta Go Again? A New Campaign Helps Men Reclaim Their Good Night's Sleep

by [Ted Williams](#) · June 17, 2016

If you're a man over age 50 and

[Back to top](#)



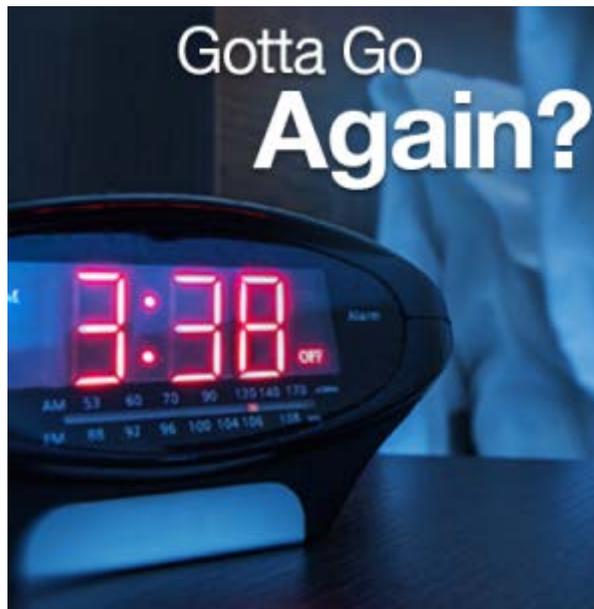
you find you're making several trips to the bathroom to urinate, there's a good chance you may have benign prostatic hyperplasia (BPH), also known as an enlarged prostate.

A new LVHN multichannel marketing campaign is educating the men of our community about this very treatable non-cancerous condition. Frequent urination is a classic sign of BPH. We're inviting

men to take our online [BPH assessment](#) developed by the American Urologic Society to determine if BPH is the cause of these repeated daily intrusions or sleepless nights making bathroom trips.

There are more than 3 million Americans diagnosed with BPH every year. About 50 percent of men over 50 and 90 percent of men over 80 years of age have BPH.

Do you or someone you know struggle with frequent trips to the bathroom? You can learn all about it by downloading our [BPH guide](#) or through our [LVHN Facebook](#) page. Take our [BPH assessment](#) today and take the first steps to solving your problem.



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# Service Star of the Month – June 2016

by [Sheila Caballero](#) · June 16, 2016

3

[Back to top](#)

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*Be kind, for everyone you meet is fighting some kind of battle.*

Human beings struggle. They also persevere. It's a lesson the universe will teach us all at some point during our time on earth. While adversity may challenge us, it also can bring out our resilience and strength. Like a diamond formed from extreme heat and pressure, personal struggle often makes our compassion for others shine brighter.

Like many colleagues who come to work with an ache in their heart, Sandy Marsh, a special events planner in development, has seen her share of challenges. Her colleagues have great admiration for the way she travels through life's struggles while maintaining a positive attitude and practicing PRIDE behaviors.

Recently, Marsh was seen sitting next to a patient in the lobby at LVH–Muhlenberg. The woman was blind, seated in an assistive wheelchair and alone. She also was at the mercy of a transport company that was late picking her up.

Marsh took a seat beside the woman and befriended her so she wouldn't be alone. Together they waited two hours for the woman's ride to arrive.

During that time, Marsh made several unsuccessful phone calls to the transport company. As the clock ticked closer to 6 p.m., she was finally able to reach

someone to confirm the transport. Marsh could have said goodbye, but instead she stayed with the woman until the van arrived, helped her out of the building and onto the bus.

“Sandi displays a can-do attitude and serves the health network with a smile, even during the most stressful times,” says nominator and vice president of operations Bob Begliomini. “The woman was brought to tears several times during the ordeal due to the compassion shown to her. Sandi exceeded expectations. She’s a real inspiration many of us can learn from.”

## Next Steps

### [Nominate a Service Star](#)

Congratulate these nominees:

- **Colleagues from invasive cardiology, cardiac catheterization lab and electrophysiology lab, LVH–Muhlenberg**

These colleagues are inspired to “come to the aid of the world” by working together to acquire and distribute “still useful” medical and non-medical supplies that would otherwise be discarded, which they donate to the not-for-profit “Through These Hands.”

- **Joseph Fox, Maria Mackins, RN, and Melanie Palko, vascular/interventional radiology, LVH–Cedar Crest**

When a generator suddenly arced and caught on fire, Fox, Mackins and Palko jumped into action to mitigate the situation. Colleagues turned off the emergency power, called 555 and shielded the patient from harm.

- **Folusho Tugbiyele, MD, LVPG Urogynecology–Pond Road**

Tugbiyele witnessed a young boy outside the LVH–17<sup>th</sup> Street café pleading with his mother to buy him something to eat. When the mother repeatedly shrugged off his cries of hunger, Tugbiyele stepped in and purchased the family lunch.

- **Joan Unger Schultes, case management, LVH–Cedar Crest**

Schultes shows emotional intelligence when caring for patients, families and colleagues. She greets everyone with a smile, makes sure patients understand their options, can discern when colleagues need help or need to talk, and has a

stash of candy ready to brighten your day.

- **Joann Flexer, Brooke Strachan, Kaitlyn Squires and Shawn Hawkins, Health Spectrum Pharmacy medical supplies, LVH–Cedar Crest**  
Health Spectrum Pharmacy colleagues work tirelessly to get insurance authorizations and make sure orders are delivered in a timely fashion. They are friendly, helpful and professional and give customers great service.
- **Jacob Fick, LVPG Endocrinology–1243 Cedar Crest**  
Fick is a positive force in the office, showing a great smile to patients upon arrival. He is always professional and treats each patient with kindness and respect. He also is the first team member to support an idea or process to better the division.
- **Emergency department colleagues, LVH–Muhlenberg**  
When two patients with cardiac arrest and prolonged downtimes were brought to the emergency department, colleagues displayed professionalism and top-notch teamwork to save both their lives.

# Visit Baltimore Inner Harbor

by [Nicholas Fritz](#) · June 13, 2016

LVHN's Recreation Committee is running a trip to Baltimore Inner

1

[Back to top](#)

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Harbor in September. Here are the details.

**Baltimore Inner Harbor, Sept. 17**

- Round-trip bus transportation (Departs from LVHN–Mack Boulevard at 7 a.m., and leaves Baltimore at 6 p.m.)
- Enjoy many fun activities for all ages including the Baltimore Aquarium, numerous shops and restaurants, and more.
- Water Taxi is available throughout the day to visit other attraction near Inner Harbor.



**Price:** \$33 per person (aquarium fee not included)

[Get more details and a registration form.](#) Email [Nikki Maranki](#) for more information.

The LVHN Recreation Committee is looking for new members. Contact [Donna Stout](#) for more information.

# Spotlight on Evidence

by [Gerard Migliore](#) · June 14, 2016

*A closer look at two evidence-based projects. From the [spring 2016 issue of Magnet® Attractions](#).*

[Back to top](#)   
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All evidence-based practices start with the same question: Is there a better way?

By following the evidence, we discover new ways to deliver care and improve outcomes. At any given time, dozens of evidence-based projects are underway here at LVHN. The “Spotlight on Evidence” column summarizes two of these projects and their findings.

## Early Ambulation in Colon-rectal Surgery Patients

### Project Purpose (PICO Question)

In adult postoperative colon-rectal surgical patients, does early ambulation – compared to delayed or no ambulation – decrease a patient’s overall length of stay?



*AUTHORS (LEFT TO RIGHT)*

*Alexander Talarico, BSN, RN, and Ashley Glennon, BSN, RN. Not pictured: Helen Webb, BSN, RN.*

### Background

- Ambulation promotes oxygen flow through the body, strengthens muscle tone and improves blood flow, which in turn helps wound healing and gastrointestinal and urinary function.
- Failure to ambulate increases risk for constipation, gas pains, weakness and infection.
- LVHN patients are currently encouraged to ambulate as soon as possible following surgery, but are not mandated to do so. Consequently, post-op ambulation varies from patient to patient.

### Evidence Highlights

- Current literature suggests that early ambulation after surgery can decrease length of stay.
- In one study, patients in the control group (delayed ambulation) were 2.5 times

more likely than the experimental group (early ambulation) to require a postoperative stay of more than five days.

## **Implementation**

- Sample size was 17 post-op colon-rectal surgery patients. Data was collected for approximately one month.
- Administrative partners placed an ambulation documentation chart in each patient's chart upon admission.
- Staff was educated on project purpose and how to complete the ambulation chart. Patients were educated on the importance of ambulation and its impact on length of stay.
- When requested by patients, nurses and technical partners ambulated patients and documented accordingly. Charts were collected at discharge.

## **Results**

- Study data will be shared to encourage early ambulation with other types of surgeries and decrease length of stay in all surgical patients.
- Implement post-op early ambulation throughout LVHN.

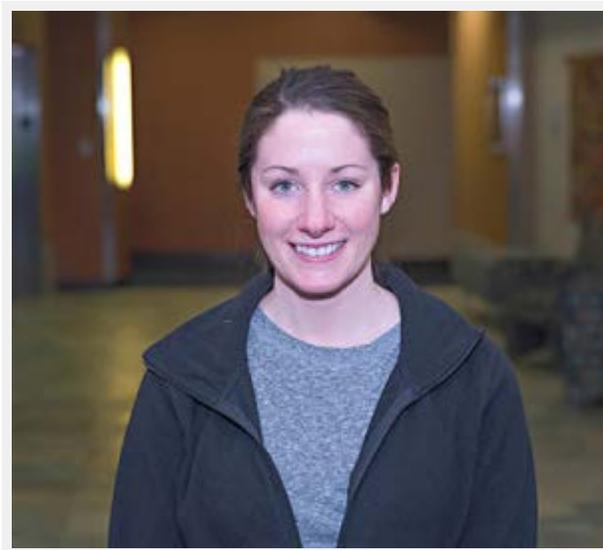
## **Next Step**

Implement nighttime care clustering as standard work in the hospital setting throughout LVHN.

## **A Multidisciplinary Approach to Patient Education of New Medications**

### **Project Purpose (PICO Question)**

Does a multidisciplinary approach to education of new medications improve a patient's understanding of their new medications at



## Background

- The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey measures inpatient satisfaction.
- According to 5K's HCAHPS scores, patients feel they lack education on the purpose and side effects of their medications.

## Evidence Highlights

- A literature search indicated that inadequate medication education can lead to poor patient health literacy, which causes increased risk for hospital readmission.
- The search also showed that team-based direct patient care is an important and effective approach to meeting patient needs and improving care quality.

## Implementation

- A survey was created to measure patient satisfaction regarding new medication education.
- From Sept. 28 to Oct. 4, 2015, patients discharged from 5K took the survey.
- From Oct. 5-11, staff learned the importance of multidisciplinary medication education. Tactics included an email to nurses, physicians and pharmacists explaining the benefits of a multidisciplinary approach. Staff was reminded of those benefits during morning and evening safety huddles. Each discipline also was given teaching points to share with patients, with signs posted throughout the unit serving as further project reminders.
- From, Oct.12-Oct. 16, "post-staff education" surveys were given to patients during discharge.

## Results

- Following staff education, 87.5 percent of patients reported they "completely understand" the purpose of

their new medication, compared to only 47 percent prior to education.

- In addition, 62.5 percent of patients reported they “completely understand” the side effects of their new medication, compared to only 37.5 percent prior to education.



*Lisa Kim, BSN, RNt*

## **Actions**

- Documentation sheets have been added to patients’ chart on 5K to confirm new medication education has occurred.
- Continued education reminders during safety huddles, which reinforces a network-wide pharmacy initiative to provide bedside delivery of new medications during discharge. To ensure patient understanding, pharmacy staff provides additional medication education at that time.