

[Listen to LVHN's New Podcast 'Essential Partners'](#)

Host and CMO Tom Whalen, MD, interviews Deborah Bren, DO.

[Get a Sneak Peek of the ED](#)

Attend the open house on August 13.

[HR Policy Updates](#)

Learn changes to counseling & discipline, resignation, and bereavement policies.

[Years of Service Recognition Updates](#)

See when you'll receive your gift catalog and more.

[IndyCar Driver Charlie Kimball to Visit LVHN](#)

He'll speak about living with diabetes on Aug. 15 at LVH-Cedar Crest.

[Alzheimer's Caregiver Retreat](#)

Teepa Snow speaks at second annual event.

[ExpressCARE Accepts New Insurance](#)

Patients with Gateway Insurance can now be seen.

New Health Campus in Carbon County

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LVHN news

Protecting Your Ears

Folic Acid Benefits Moms-to-Be

When Ear Infections Keep Coming Back

Listen to 'Essential Partners,' a New Podcast Featuring LVHN's Chief Medical Officer – PODCAST

BY [RICK MARTUSCELLI](#) · AUGUST 6, 2019

Want to learn what makes colleagues tick? Interested in listening to LVHN physicians and clinicians discuss the innovative ways they partner with colleagues and patients to provide world-class care? If so, listen to Essential Partners, a new podcast featuring LVHN Executive Vice President and Chief Medical Officer Tom Whalen, MD.

In the first



*Tom Whalen, MD, Executive Vice President and
Chief Medical Officer*

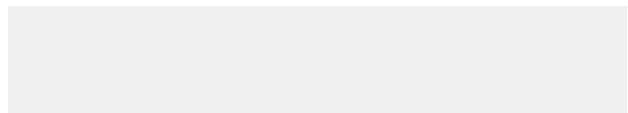


episode, which is about 12 minutes long, Dr. Whalen talks with Deborah Bren, DO, Vice Chair of our Department of Family Medicine and President-elect of our medical staff, about how family medicine providers use team-based care, informatics and clinical pathways to provide efficient, effective care.

You can listen to Essential Partners on LVHN Daily here:

Your browser does not support the audio element.

You also can listen on the go on your smart device.
Simply search "Essential Partners" or "LVHN" on the



following podcast platforms:

- iTunes
- Apple Podcast
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- Spotify
- TuneIn



*Deborah Bren, DO, Vice Chair, Department of
Family Medicine, and President-elect, LVHN Medical
Staff*

Invitation to a “Sneak Peek” of the ED Addition-August 13

BY [JANE DANISH](#) · AUGUST 8, 2019

LVH–Hazleton has some exciting news. Phase 1 of the emergency department (ED) and main lobby expansion project is nearing completion, and we want you to see it before it opens for patient care.

All colleagues are invited to a “Sneak Peek” on Tuesday, Aug. 13, from 2:30-4 p.m. During this “Sneak Peek,” you’ll have the opportunity to walk through the new areas and see first-hand the tremendous improvements that have been made to better serve the health care needs of our community.

Hospital-Entry



Image 1 of 3

It must be emphasized, however, that this is only phase 1 of a three-phased project. When the new ED

addition opens for patients on or about Aug. 14, there will be 21 treatment rooms, inclusive of triage, super track and treatment bays.

Phase 2 of the project will begin the week of Aug. 19, and will include renovations to a majority of the existing ED, installation of a new state-of-the-art 125-slice CT scanner and a five-bed behavioral health unit. It is anticipated this phase will be completed sometime in late fall with the opening of additional treatment rooms. Phase 3 will include renovations to any remaining treatment rooms and the existing lobby.

When the entire project is complete, the ED will have a full complement of 30 treatment rooms plus a five-bed behavioral health unit.

We hope you can join us on Aug. 13 for a “Sneak Peek” and help us spread the excitement in our community.

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Human Resources Policy Updates You Need to Know About

BY [KIRSTIN REED](#) · AUGUST 7, 2019

Senior leaders reviewed network-wide results from the Colleague Engagement Survey and identified opportunities for improvement. Based on your survey answers, we took action and updated several policies to make LVHN an even better place to work and grow. Read about the updates below.

Counseling and Discipline Policy

During the Colleague Engagement Survey, we heard your concerns about accountability and updated the Counseling and Discipline policy to:

- **Include language on Just Culture.** LVHN makes an effort to be fair with all of our colleagues and works to create an environment where all colleagues can be held accountable.
- **Integrate and align policies for all of our entities as LVHN grows.** The updated policy introduces a network-wide Personnel Report Form, which includes language on the Fair Treatment Process.

Resignation Policy

All colleagues classified as exempt, licensed, professional/technical or supervisory are now required to provide a minimum of four weeks' notice for resignation. All other colleagues are required to provide a minimum of two weeks' notice. This update helps to manage hard-to-fill vacancies, which means your team remains staffed while we search for a qualified replacement. The policy includes a sample template that should be used to formally document any notice for resignation.

Post Employment Reference Process Policy

To increase transparency, we refreshed the Post Employment Reference Process policy. The policy updates the LVHN Reference Information Form to include an explanation if the colleague requesting a post-employment reference is not eligible for rehire.

Bereavement Policy

No amount of time off can minimize the grief associated with the death of a family member. To more



completely and inclusively support colleagues, the definition of “immediate family” in the bereavement policy was updated to include step-grandchildren and domestic partner’s immediate family.

The updated policy also includes a quick reference chart outlining the number of bereavement days associated with each definition of immediate family and extended family members.

Next Steps

Review the updated policies. Visit PolicyTech from your SSO Toolbar and select the “Human Resources Policies” category.

With your input, we will continue to take actions to make LVHN the employer of choice and best place to work and grow in the region.

Attention Colleagues: Updates to Years of Service Recognition

BY [KIRSTIN REED](#) · AUGUST 5, 2019

At LVHN, we reward and recognize colleagues for the amazing work they do in a variety of ways.

What's new?

- LVH–Pocono and LVPG–Pocono colleagues celebrating a service anniversary (in five year increments) will now receive a catalog with gift options to choose from in celebration of their years of service.
- All LVHN colleagues celebrating milestone anniversaries will begin to receive the gift catalog during the month of their service anniversary, just in time for special recognition. Previously these catalogs were sent once a year.
- Colleagues who wish to donate the value of their service anniversary gift can now donate to the Office of Philanthropy at Lehigh Valley Health Network. If you select this option in the catalog, the Office of Philanthropy will contact you to identify an area of need that aligns with your philanthropic priorities.



Monthly recognition

LVHN recognizes colleagues celebrating career milestones by congratulating them on their years of service in a [monthly feature on LVHN Daily](#). Anniversaries are celebrated in increments of five years, starting with five years and extending to 40+ years.

Be sure to look over the list each month and congratulate your colleagues for their years of service.

Annual recognition

Colleagues who celebrate milestone years of service are honored annually at star celebration events held across the health network.

IndyCar Series Driver Charlie Kimball to Discuss Managing Type 1 Diabetes at LVHN

BY [BRIAN DOWNS](#) · AUGUST 8, 2019

IndyCar Series driver Charlie Kimball will make a pit stop at LVH–Cedar Crest on Aug. 15 from 4-5 p.m. to talk about living with type 1 diabetes and how he works to achieve his racing dreams. Kimball's visit comes ahead of competing in the ABC Supply Co. Inc. 500 race at Pocono Raceway on Aug. 18.

Kimball is the first licensed driver with diabetes to win a race in the NTT IndyCar Series. In 2007, Kimball was diagnosed with type 1 diabetes and was forced to abandon his racing program mid-season. After his surprising diagnosis, Kimball returned to the cockpit in 2008 and claimed a podium finish in his first race back.



In 2011, his rookie season, Kimball recorded two top-10 finishes and became the first driver in history with diabetes to qualify, start and finish the Indianapolis 500. On Aug. 4, 2013, Kimball again made history by becoming the first driver with diabetes to win an IndyCar race, his first victory at the highest level of the sport.

As further testament to his standing in the diabetes community, Kimball has partnered with Novo Nordisk, a global health care company dedicated to diabetes care, to raise awareness of the importance of properly managing blood glucose levels and to demonstrate that diabetes can be successfully integrated into your life and your ambitions. As part of the partnership, Kimball makes appearances on behalf of the company and helps spread awareness of diabetes.

Patients and LVHN colleagues are welcome to attend Kimball's talk on Aug. 15 in the LVH–Cedar Crest auditorium.

[Learn more about Charlie Kimball on his website.](#)

Teepa Snow Speaks at 2nd Annual Alzheimer's Caregiver Retreat

BY [AMANDA BIALEK](#) · AUGUST 6, 2019

This year's Alzheimer's Caregiver Retreat, presented by Lehigh Valley Health Network's [Fleming Memory Center](#) and Abington Manor, featured keynote speaker Teepa Snow, a leading educator in dementia care. She is the owner and CEO of [Positive Approach, LLC](#), and is well-known for her expertise in caregiving.

More than 400 people attended the retreat held at Cedar Crest College. The two-hour morning session focused on the role of medical advisors and understanding what patients and their families need from professionals. In the afternoon session, Snow discussed behavior management techniques for caregivers and their loved ones with dementia.



Teepa's tips

- Better relationships begin with each person's willingness to change.
- Professionals and caregivers have control over how they react and communicate.
- Remember to take care of yourself if you are a caregiver to someone living with dementia.

"Being a caregiver can be time consuming and you can begin to feel very isolated. That's why taking two hours out of the day to meet people that are going through similar scenarios is beneficial for those walking through this journey," says Melissa Thomas, RN, nurse navigator with Fleming Memory Center.



Snow illustrated how brain changes affect a patient with dementia and ways to respond effectively as a caregiver. “She has such a way of getting her point across through humor and real life experiences that anyone going through it can relate,” says Cara Scheetz, director, Fleming Memory Center.

Since the event, Scheetz has received an overwhelming amount of positive feedback and gratitude from those who attended. Colleagues at the Fleming Memory Center have already started planning the retreat for 2020.

ExpressCARE Now Accepts Gateway Insurance

BY [MARCIANN ALBERT](#) · AUGUST 7, 2019

Effective immediately, patients with Gateway Insurance can now be seen at nearly all ExpressCARE locations across LVHN, regardless of whether or not their primary care provider (PCP) is an LVPG provider.

Gateway Insurance is not accepted at ExpressCARE—Schuylkill Medical Plaza. This location remains non-par with Gateway Health Plan.

The [ExpressCARE payor guidance tip sheet](#) has been updated to reflect this change.

If you have any questions or need further clarification, please contact your practice support specialist or email [LVPG_RCCS](#).

The logo for ExpressCARE, with "Express" in red and "CARE" in blue.

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