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## LVHN news

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When High Cholesterol is  
Hard to Control

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Easier Approach to Hip  
Replacement

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Diabetes in Pregnancy

# Coordinated Health is Now Part of LVHN

by [Brian Nester, DO, MBA, FACOEP](#) · December 20, 2019

Special Announcement



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**This message is from Brian Nester, DO, MBA, FACOEP, Lehigh Valley Health Network President and Chief Executive Officer.**

I am pleased to announce that effective today Coordinated Health is now part of Lehigh Valley Health Network (LVHN).

Coordinated Health (CH) is a hospital and health network with 22 locations throughout the Lehigh Valley, northeastern Pennsylvania and western New Jersey. CH employs more than 1,200 highly skilled personnel working in outpatient offices, two hospitals and two Ambulatory Surgery Centers.

## UNRIVALED PARTNERS



Together, LVHN and CH offer the communities we serve the following:

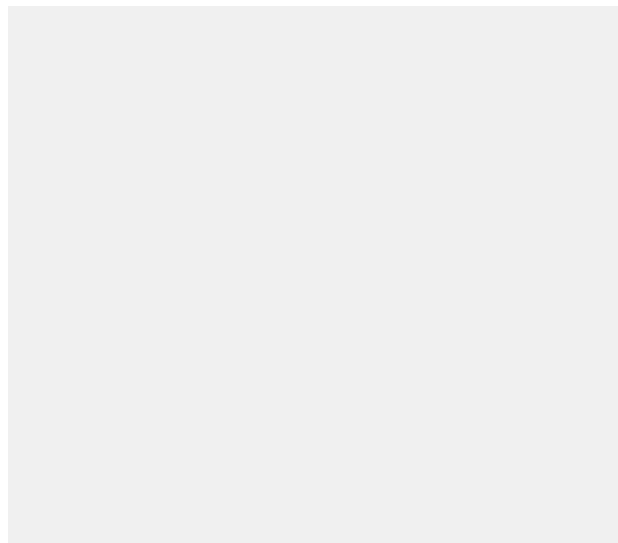
- The highest orthopedic success rates in the region
- The most fellowship-trained orthopedic sports medicine specialists, caring for

everyone from pee-wee players to Division I and pro athletes with unmatched expertise

- CH established the first sports medicine program in the region, and CH sports medicine physicians dedicate more than 1,000 hours annually to “on-field” coverage, providing injured athletes the fastest access to the best care.
- Lehigh Valley Hospital-Cedar Crest is the community’s only nationally ranked hospital in orthopedics on U.S. News & World Report’s “Best Hospitals” list.
- LVHN has been recognized for having the lowest complication rates in the state for knee and hip replacements by the Hospital and Healthsystem Association of Pennsylvania (HAP).
- For 30 years, CH has been a regional leader in orthopedics, sports medicine and workplace injury care in the Lehigh Valley and consistently ranks in the top 5 percent nationally for joint replacements and spinal fusion by Healthgrades.

CH patients will continue to see the same Coordinated Health physicians and care teams in the same locations. Current CH offices and hospitals will continue normal operations with no immediate changes to the great service and access patients are accustomed to receiving at CH and LVHN. While it will take time to complete a comprehensive integration plan, our focus remains on providing innovative orthopedic care, superior access and great service to the community. The first visible signs of the integration will be new signage and marketing materials that communicate Coordinated Health is now part of Lehigh Valley Health Network. In the future, we will streamline care and communication with one electronic medical record through Epic.

Amy Nyberg will lead CH, serving as President. Since 2013, Amy has been leading CH’s innovation and growth strategy, first as Chief Integration Officer and most recently as President and Chief Operating Officer. Amy will initially report to Thomas Marchozzi, LVHN’s Executive Vice President





Amy Nyberg

and Chief Financial Officer.

Emil Dilorio, MD, founder of Coordinated Health, is leaving CH. He thanks patients and members of the CH team for their trust and numerous contributions in making a difference in the lives of so many.

In addition to caregivers and locations remaining the same, CH patients will have the support of the strength and breadth of LVHN, including:

- **The community’s only children’s hospital** at Lehigh Valley Reilly Children’s Hospital, which offers 30 specialties and the only Children’s ER at LVH-Cedar Crest and Children’s ExpressCARE at the Health Center at Palmer Township
- **The Lehigh Valley Heart Institute**, which has one of the nation’s best heart attack survival rates
- **The Lehigh Valley Cancer Institute**, a member of the Memorial Sloan Kettering Cancer Alliance which offers access to breakthrough clinical trials and collaboration on leading-edge care
- **The Lehigh Valley Institute for Surgical Excellence**, which performs the most complex surgeries close to home and gets you back to health faster

Patients can continue their relationship with a Coordinated Health provider or make a new appointment by calling CH at 610-861-8080 or visiting [coordinatedhealth.com](http://coordinatedhealth.com). They can continue to reach LVHN by calling 888-402-LVHN (5846) or visiting [LVHN.org](http://LVHN.org). [Read this Q&A](#) for information about other topics that may be important to you and our patients.

The union of our organizations affirms our commitment to provide world-class orthopedic, sports medicine and specialty care to our patients and community, and we are very excited to have the talented team at CH join the region's most trusted and awarded health network. Thank you for being unrivaled partners as we launch into the future with Coordinated Health, and heal, comfort and care for our community together.

### **How this announcement affects the LVHN Health Plan**

- With the 2019 benefit year concluding in less than two weeks, in accordance with the 2019 LVHN Health Plan benefit design, care with Coordinated Health providers will continue to be excluded from coverage through Dec. 31, 2019.
- Effective Jan. 1, 2020, Coordinated Health providers will become participating providers under the LVHN Health Plan, with services covered at the Tier 1 (highest) benefit level.
- Members are encouraged to always rely on the provider directory published on [MyPopulytics.com](https://www.mypopulytics.com) whenever they are seeking care with a physician or facility to ensure they know the provider's participation status under the Plan as it may impact the benefit payable. The active directory is affirmed daily.
- [MyPopulytics.com](https://www.mypopulytics.com) is also a convenient self-service portal when members are seeking coverage and benefit information, deductible status, claim status and history, and it allows for secure, 24/7 email communication with a Populytics member service representative. Members may also 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.

# LVH–Cedar Crest Receives ‘Top Teaching Hospital’ Designation

by [Katie Cavender](#) · December 17, 2019

On the heels of receiving an ‘A’ grade for quality and patient safety, LVH–Cedar Crest received a ‘Top Teaching Hospital’ Designation also from The Leapfrog Group.

[The Leapfrog Group](#) is a national watchdog organization of employers and other purchasers focused on health care safety and quality. This designation is given to the highest performing hospitals on the Leapfrog Hospital Survey.

About 2,100 hospitals were considered for the award. This year, 56 teaching hospitals received this honor, including four Pennsylvania hospitals.

“We are pleased to recognize LVH–Cedar Crest as a 2019 Leapfrog Top Hospital,” said Leah Binder, President and CEO of The Leapfrog Group. “This demonstrates extraordinary dedication to patients and to the Lehigh Valley community. We congratulate the board, staff and clinicians whose efforts made this honor possible and know they share pride in this achievement.”

Performance across many areas of hospital care is considered in establishing the qualifications for the award, including infection rates, practices for safer surgery, maternity care, and the hospital’s capacity to prevent medication errors. The rigorous standards are defined in each year’s [Top Hospital Methodology](#). Top Hospital awards are categorized into four groups: children’s hospitals, general hospitals, rural hospitals and teaching hospitals.

“Providing safe, high-quality care is the foundation to everything we do, and it’s the level of care people expect and deserve,” says Matt McCambridge, MD, LVHN’s Chief Quality and Patient Safety Officer. “This designation is a result of the hard



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work of many people, and we're proud to be nationally recognized for prioritizing patient safety.”

“We are committed to being a health partner, and recognition like this is evidence that we deliver on that commitment,” says Bill Kent, Senior Vice President of LVHN and President of Lehigh Valley Hospital.

You can't help but smile when you see captivating photos of moms and their adorable babies. In our new obstetrics campaign, you will see several area women and their babies featured in print and television ads, on billboards and on our website. Those beautiful images have even greater meaning because in each case, the women and their families turned to LVHN when they needed a health care partner most.

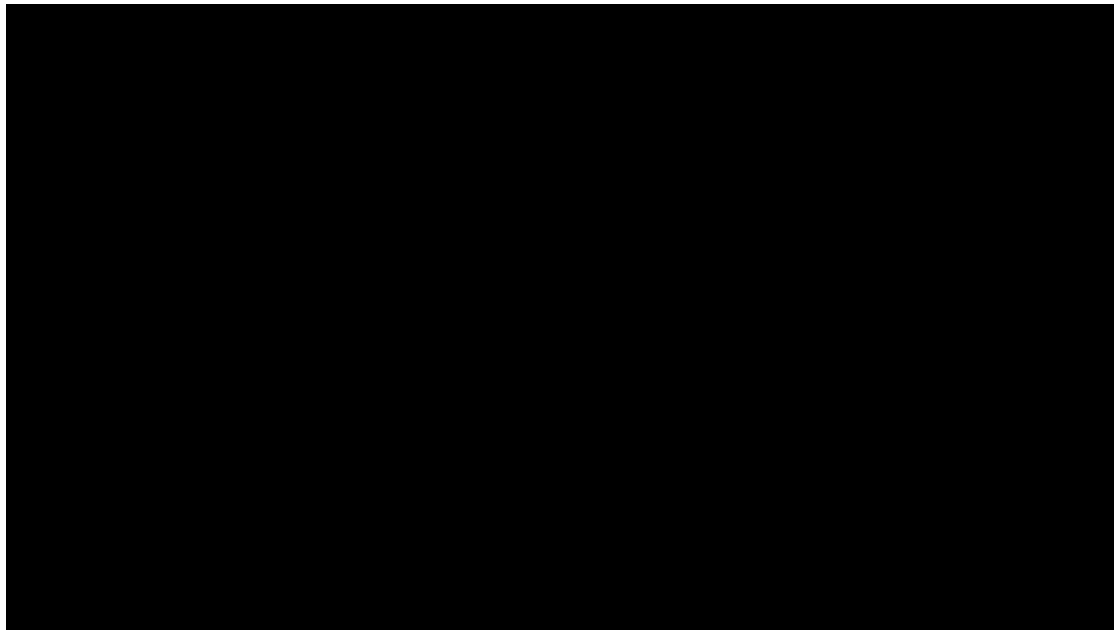
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### **Meet Victoria**

Victoria had a completely normal pregnancy. Then bleeding complications after delivering her daughter, Avery, resulted in Victoria's emergency care at LVHN.

Watch Victoria's video, and hear how the caring team with [LVPG Maternal Fetal Medicine](#) saved her life – ensuring she could always be Avery's loving mommy.



### **Meet Ty**

Though Ty already had one child, it still felt like a new experience the second time around. But she had a



great motherhood partner for her pregnancy journey – [LVPG Obstetrics and Gynecology–West Broad](#). Her obstetrician and care team helped her feel confident in her skills as a mother, and respected Ty's and her husband's wish to not know if they were having a boy or a girl. Through their special care and attention, Ty had a healthy pregnancy. Then she and her husband were overjoyed to meet their daughter, Sparrow, on her birth day.



### **Meet Diamond**

Diamond has a background in nursing and values what nurses bring to patient care. So, when she was expecting her second child, she was happy to know she could receive certified nurse midwife care at LVPG Obstetrics and Gynecology. Appointments with midwives at the practice helped Diamond prepare for birth and to trust in her body, even as the expected due date passed. On the day her son, Truman, was born, Diamond felt a true partnership with her midwife as they helped bring her beautiful boy into the world.



### **Why you should tell your friends and family to have their babies with LVHN**

Our hospitals are the region's leaders in labor and delivery care. More than 7,000 babies are born at LVHN hospitals each year, surpassing any other nearby health systems. Even still, our team is committed to providing personalized care to each

woman and helping create beautiful memories for every child's birth.

### **LVHN offers:**

**One of the state's largest maternal fetal medicine practices.** If you need high-risk pregnancy care, [LVPG Maternal Fetal Medicine \(MFM\)](#) is among the largest MFM practices in Pennsylvania. Our team, with locations in Lehigh, Northampton, Monroe and Lackawanna counties, can provide expert care to women who develop complications during pregnancy or who have a preexisting condition that requires special attention during pregnancy. Our MFM specialists also provide care for women who experience complications following delivery.

**Multiple delivery locations.** Our [Family Birth and Newborn Centers](#) are located at each of our hospitals. The health care teams at each is focused on giving you and your family a personalized birth experience, while also providing optimal patient care and support during labor and delivery.

**Access to Lehigh Valley Reilly Children's Hospital.** By receiving care from an LVPG provider and delivering at one of our hospitals, you will have direct access to the region's only children's hospital, [Lehigh Valley Reilly Children's Hospital](#), including the region's [highest level \(level 4\) neonatal intensive care unit \(NICU\)](#) at Lehigh Valley Hospital–Cedar Crest.

### **Do you need a motherhood partner?**

If you are expecting a baby (or hope to be), turn to [Lehigh Valley Physician Group \(LVPG\) Obstetrics and Gynecology](#) for your care. Your LVPG obstetrician, midwife, nurse practitioner or physician assistant and practice care team will help ensure you stay healthy throughout your pregnancy and will provide expert care for every milestone leading up to your baby's birth.

### **Free guide**

Visit [LVHN.org/motherhood](https://www.lvhn.org/motherhood), the main page for the obstetrics campaign. While there, download our free Motherhood Partners informational guide. Our guide includes answers to questions that our obstetrics team frequently hears from women who are planning for pregnancy or are already pregnant. While on the web page, you also

can make an appointment with an LVPG Obstetrics and Gynecology provider and discuss your questions in person. You can count on their guidance before, during and after pregnancy.

# Lynn's Turn: Reflect on Wellness This Holiday Season

by [Lynn Turner](#) · December 16, 2019

The holiday season is a time to celebrate with our family, friends, colleagues and patients. It's also a time to reflect on your personal well-being.

My Total Health, our comprehensive health and wellness program, supports physical, emotional, financial and social wellness. The vision of My Total Health is to create a workplace culture that makes it easy for colleagues to be at their best in all aspects of life.



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We asked you to complete a 2018 Health and Wellness Survey and we're acting on your feedback. Early in 2020, we'll be announcing an exciting new update to the My Total Health program to help support you along your journey to living your healthiest life. I look forward to sharing more with you soon.

In the meantime, I hope that you take time during the holidays to focus on all aspects of wellness and that you enter 2020 feeling refreshed and energized.

Wishing you and your family a happy and healthy holiday season,

Lynn



A handwritten signature in blue ink that reads "Lynn Turner".

**About me:** My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

# LVPG Practice of the Month: LVPG Pediatrics–Pond Road –

## PHOTOS

by [Marciann Albert](#) · December 18, 2019

Flu clinics across LVPG practices are a common yearly occurrence. For pediatric patients, flu shots can cause anxiety and fear – creating a stressful burden on the child’s parents/guardians.

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To ease stress, colleagues at LVPG Pediatrics–Pond Road came up with a “dynamic” plan to lift the anxiety weight off pediatric patients and their parents/guardians.



Image 1 of 7

By integrating a “heroic” theme, the practice transformed their flu clinics into a headquarters for “superheroes.” Practice colleagues dressed up in costumes and

pediatric patients received flu shots that would help them get “superpowers” and champion good health.

Courageous pediatric patients got to pick from a variety of superhero Band-Aids, play with photo props, stand before colorful backdrops and celebrate with party decorations.

LVPG Pediatrics–Pond Road is one of the largest pediatric offices, caring for more than 8,000 patients. Supporting this practice are five providers, a lactation specialist, and 16 clinical/clerical members who work collaboratively every day to enhance pediatric health across the region.

Kelly Dalius, Clinical Educator, understands the exemplary effort it took to make a potential high stress situation relaxed and fun for everyone. That’s why she nominated this practice for LVPG’s December Practice of the Month.

Parents and pediatric patients really enjoyed the superhero setting and took turns getting their children pictures with the staff and props. “Children seemed mostly surprised as they stepped off the elevator and encountered decorations that awaited them,” says Melissa Martinez, RN, Clinical Coordinator. “Fear quickly turned to excitement in their faces as they almost forgot what they were at the office for. Parents seemed to very much appreciate the time and effort put forth by the staff. Staff engagement and participation were definitely key to the success of #TeamPondRoad’s flu clinics.”

So take some time to reach out and congratulate colleagues at LVPG Pediatrics–Pond Road for their creative and innovate ways of providing pediatric care.

To learn more about the services and medical staff, visit the [LVPG Pediatrics–Pond Road](#) webpage on LVHN.org.

# Susan Gross is DAISY Nurse Leader Award Recipient

by [Kirstin Reed](#) · December 18, 2019

Susan Gross, MHA, BSN, was presented with the DAISY Nurse Leader Award during Nursing Research Day. Gross serves as the director of 7K at LVH–Cedar Crest.

Nurse leaders create the environment for staff to provide the compassionate, high-quality care our patients expect and deserve. Nursing communication is a key driver for patient experience performance. In March and August

2019, 7K was celebrated as the unit with “most improved” HCAHPS scores. Gross empowered staff as they committed to consistent hourly rounding and bedside shift reporting, practices that have proven to positively impact patient experience.

Gross is vigilant about quality improvement. With a focus on preventing falls and pressure ulcers, Gross works closely with unit champions to ensure staff is engaged and owns quality improvement initiatives. In 2018, 7K won the Outstanding Quality Outcome Award for decreasing urinary tract infections (UTIs) on the unit. Led by Gross, staff used critical thinking and assessment skills to achieve this outcome.

Gross is dedicated to interdisciplinary collaboration. She encourages her staff to actively partner with physical therapy and case management to decrease length of stay for patients who have had total hip or total knee replacements. The team collected data on the relationship between interprofessional collaboration and patient engagement and their findings were published in the December 2018 issue of *Pennsylvania Nurse*.

The DAISY Nurse Leader Award is presented in deep appreciation of compassionate leadership and for creating an environment of care that truly makes



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a difference in the lives of staff, patients and families. The award is given twice a year at LVHN, once in the spring at our annual Medallion Lecture and again in the fall at our annual Nursing Research Day reception.



# Nursing Leaders Get Festive for Thanksgiving Breakfast –

## PHOTOS

by [Kirstin Reed](#) · December 16, 2019

Patient Care Services leadership at LVH–Cedar Crest dawned turkey hats and festive aprons to serve breakfast to hard-working nurses on Thanksgiving.

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Image 1 of 5

# Care Talks Focuses on Helping People Facing Substance Use Disorder – PHOTOS & VIDEO

by [Katie Cavender](#) · December 18, 2019

When community providers form partnerships to help people facing the challenges of substance use disorder, people recover. With that in mind, the LVHN Opioid Stewardship and Linkage to Treatment Committee sponsored “CARE Talks: Celebrating Our Healthcare Partnerships” to educate the community on substance use disorder and recovery resources.

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The TED Talk style event featured physicians, treatment providers, advocates and people in recovery providing informative presentations on the American addiction epidemic. More than 200 guests, including LVHN colleagues, local law enforcement and partner organizations filled the LVH–Cedar Crest auditorium to participate.

If you missed the event, you can [watch videos of the presentations on the CARE Talks website](#).

[CARE Talks](#) is a nationwide initiative dedicated to providing information to communities around the country about the addiction epidemic. The co-founders of Comprehensive Addiction Recovery Empowerment (CARE), John Shinholser and Honesty Liller of The McShin Recovery Resource Foundation, attended as special guests.



Image 1 of 9

# LVHN Sponsors PA Latino Convention – PHOTOS

by [Kirstin Reed](#) · December 19, 2019

More than 700 attendees gathered in Bethlehem for a convention focused on all aspects of Latino life in Pennsylvania. Sessions and events covered topics including health, education, inclusion and equity, leadership development and advocacy.



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LVHN sponsored the second annual PA Latino Convention and offered resources to meet the unique needs of the Latino populations in the Lehigh Valley.

Rory Marraccini, MD, Assistant Medical Director, Department of Psychiatry, and Nani Cuadrado, PA-C, Director, Street Medicine Program, represented LVHN during a panel discussion on health improvements and disparities in the Latino community. LVHN sponsored the convention's Health and Wellness Pavilion and Terry Burger, RN, Director, Infection Control and Prevention, and colleagues provided free flu shots to conference attendees. Veronica Gonzalez, Administrator, LVPG Community Practices, represented LVHN during the Health and Wellness Pavilion ribbon-cutting ceremony.

Colleagues from the Center for Women's Medicine, Comprehensive Health Services, Centro de Salud, Interpreter Services, Infection Control and Prevention, Community Health, Human Resources, Department of Psychiatry, Lehigh Valley Cancer Institute, Government and Legislative Affairs and Marketing and Public

Affairs participated in the convention.