

**Improving Access in our Hospitals**

Learn the steps we're taking and how you can help.

**Veterans Day Celebration**

On Nov. 11, honor those who served.

**Oncology Aligns With Epic**

Beacon goes live this weekend.

**Introducing Baby Bundle**

It's a new resource for moms-to-be.

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Their generosity helps Honduras health care workers.

**Leader to Leader October–VIDEO**

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**Give Blood Oct. 31 and Nov. 2**

Register online for these blood drives.

**Globetrotters Ticket Presale****Disney on Ice Ticket Presale**

Buy now before they go on sale to the public.

**Week Three United Way Winners**

These colleagues donated and won a prize.

**Help for Raising a Family**

See November's Culture of Wellness opportunities.



# Improving Access in our Hospitals

BY [RICK MARTUSCELLI](#) · OCTOBER 27, 2016

Last fiscal year, we set a goal to reduce diversion hours in our emergency departments (EDs). We've had only five diversion hours since September 2015. That means we've welcomed nearly everyone who came to our EDs for care. We hit it out of the park. Now we're aiming to improve access and flow in our hospitals even more.

## **New goals**

This fiscal year, we have two new goals for improving inpatient access:

1. Decrease length of stay in our EDs for patients



being hospitalized. This includes acute admissions, observations and ambulatory overnight cases.

2. Shorten transfer times between units.

### **Why these goals are important**

“We’re striving to get the right patient to the right place at the right time,” says Chair of Emergency and Hospital Medicine Dave Burmeister, DO, a member of the steering team leading our efforts. “By doing so, we’ll improve quality by giving patients the care they need more quickly. We also will avoid unnecessary costs associated with extended hospital stays.”

“Our ultimate goal is to have the best outcomes and provide the best possible experience for our patients,” says Tim Friel, MD, Chair of the Department of Medicine. “We know prolonged stays in the ED and hospital contribute to worse patient outcomes and suboptimal experiences for patients and their families.”

### **Identifying the challenges**

At LVH–Cedar Crest, 57 percent of admissions come from the ED. The proportion is even greater at LVH–Muhlenberg where 87 percent of admission originate in the ED. Our EDs become overcrowded because of inefficiencies in our entire system of care. These same inefficiencies often cause delays in transferring our patients from one unit to another.

### **Action steps**

Here are some of the things we’re doing to achieve our goals.

- **Collaborative rounds** – Our multidisciplinary team comprising physicians, advanced practice clinicians (APCs), nurses and case managers round at a standing time where patients are the focus. Collaborative rounding enhances coordination of care, improves team communication and promotes

smoother transitions to home or other sites of post-acute care.

- **Standard work for transfers** – We're creating a process in which patient transporters will be closer to the next patient they have to transport when they arrive at their current patient's destination. The causes of prolonged transfers are discussed regularly during daily huddles. Our teams actively brainstorm potential solutions to these challenges.

We're also taking steps to:

- Improve patient flow in the ED
- Reduce the turnaround time for patients in the ED who need a CT scan
- Streamline the admission process in EDs
- Reduce length of stay for patients categorized as an "observation"
- Develop a "conditional discharge" order in Epic that can be initiated when a patient meets pre-established conditions

## **What you can do**

All colleagues who work in our hospitals can help us achieve our goals and deliver an even better patient experience. Here's how:

- Talk with colleagues on your team about the barriers to patient flow and brainstorm ways to break down those barriers.
- When appropriate, prioritize patients scheduled for discharge. This will help ensure beds are available for patients who need them.
- Talk with patients that will be discharged in the near future to ensure they have arranged transportation.

# LVHN Veterans Day Celebration Scheduled for Nov. 11

BY [TED WILLIAMS](#) · OCTOBER 26, 2016

LVHN's tradition of honoring those who have served our country in the armed forces will continue with the fifth annual LVHN Veterans Day Celebration on Friday, Nov. 11, from 11-11:20 a.m. at the LVH–Cedar Crest auditorium.

The live event will be simulcast at the following locations:

- LVH–Muhlenberg ECC rooms C and D
- LVH–17<sup>th</sup> Street auditorium
- LVH–Hazleton Employment and Technology Center, third-floor training room



LVH–Schuylkill E. Norwegian Street Wall  
Auditorium

- LVHN–Mack Boulevard auditorium
- LVHN–One City Center, Renaissance Hotel, fifth-floor ballroom

Participants in the celebration will include:

- American flag bearer – James Geiger, President, LVH-Muhlenberg
- Army flag bearer – Elaine Donoghue, Vice Chair for Education, Pediatrics
- Marine Corps flag bearer – Derek Lance, Assistant Facilities Supervisor, One City Center Management Group
- Navy flag bearer – Robert Hockenbury, Biotech Med III
- Air Force flag bearer – Jeremiah Jacobs, Education and Industry Fellow
- Coast Guard flag bearer – Kalman Illyes, HVACR Tech

Featured veteran stories will include those of Tom Krick, RN, Behavioral Health, and Kristine Scott, Administrative Secretary, Population Health, as well as the story of a 1941 graduate of the Allentown School of Nursing who went on to a groundbreaking career in the Army and served in three wars.

In keeping with the tradition, all colleagues who are on active military duty, are members of the U.S. Army, Navy, Air Force, Marines or Coast Guard Reserve, or are honorably discharged veterans are invited to wear their uniforms to work on Nov. 11. Uniforms may be worn entirely or in part. Class A, B or C uniforms are acceptable, as are caps and fatigue jackets. Please consult with your supervisor if you plan to wear your uniform.

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# Oncology Aligns With Epic

BY [JENN FISHER](#) · OCTOBER 27, 2016

During the ambulatory go-live in February 2015, not all LVHN oncology facilities transitioned to the new electronic medical record (EMR) system. Beginning this weekend, however, all LVPG and LVHN oncology practices and facilities in the Lehigh Valley will make the leap to Epic.

This transition to an integrated patient record will transform how we will deliver care across the continuum and facilitate achieving improved communication, patient engagement, efficiency and productivity with a single record.

**Oncology scheduling and treatment plans now on**



## Epic

The weekend of Oct. 15 and 16 found a team of oncology providers, office nurses and quality team nurses converting (or transferring) oncology patient treatment plans from MOSAIQ® (the current oncology EMR) into Epic.

In addition, nearly 60 front desk/registrar staff members moved more than 5,500 appointments into Epic for the first two weeks of November. These appointments covered areas such as infusion, radiation oncology and hematology oncology. All appointments made for Oct. 29 and later were made in Epic.

## What happens on Saturday

This weekend, the Beacon application will go live. That means beginning Saturday, Oct. 29, all oncology patients will have their record available through Epic and will receive after-visit summaries.

Other details:

- No downtime is needed.
- Command center will open to provide support throughout this go-live.
- Epic Flash will have a special daily edition.
- Patients will have their medical record available in MyLVHN and no longer need to access a separate portal.

## Support for oncology go-live

In order to support colleagues, several departments will be assisting on the floor:

- **Lehigh Valley Physician Group** – A number of LVPG colleagues will assist in the front desk role during go-live. These colleagues have gone through an Epic implementation, use Epic on a daily basis and have attended training in order to support their assigned area.
- **Division of education** – Several members of the division of education team will support in the provider and clinical support role. These individuals have been teaching Beacon-specific classes to this audience.



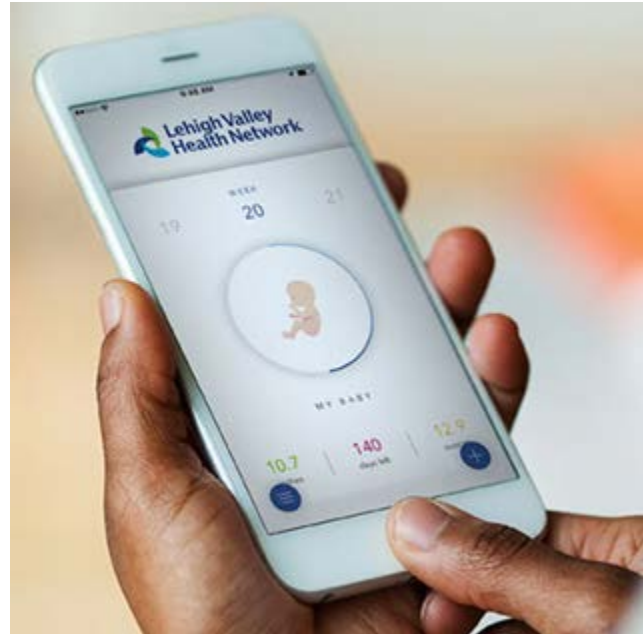
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- **Epic Wisconsin team** – Members of the Epic Wisconsin team will provide clinical support at various locations. They all have experience in Beacon and other Epic applications.
  - **Information Services** – Members of the information services team will be on site to provide application support. Each team member has at least one Epic certification and has gone through oncology training.
  - **Divurgent** – A year ago, we enlisted Divurgent, a third party vendor to support our ambulatory and inpatient go-lives. Thirty Divurgent resources will be on site to support oncology areas. All resources within this group have several oncology go-lives under their belts, and they are ready to assist.

# Introducing Baby Bundle: A New Pregnancy Resource for Moms-to-Be

BY [SHEILA CABALLERO](#) · OCTOBER 24, 2016

A new mobile app for iPhone and Android is changing the way expectant moms and families are learning about pregnancy and baby care. Baby Bundle, available as a download from Lehigh Valley Health Network, is a book, e-book and mobile app that gives moms-to-be all the evidence-based information they need to be successful during pregnancy and throughout baby's first year.

Families can follow the development of their growing baby by exploring topics that include: your healthy pregnancy, labor and birth, breast-feeding, postpartum and newborn care. Special features



include animations and videos, an appointment tracker, contraction timer and a journal to record the special moments on your journey to parenthood.

Use Baby Bundle before delivery to:

- **Follow** baby's growth week by week or by trimester through helpful articles, animations and video
- **Learn** about nutrition during pregnancy and how good choices support healthy development
- **Track** prenatal office appointments, baby's measurements, kick counts and contractions
- **Prepare** for your hospital stay with a comprehensive packing list to help you get ready for the big day
- **Record** pregnancy memories and milestones in your own personal journal

Use Baby Bundle after baby arrives to:

- **Track** immunization records in one convenient location
- **Record** baby's feeding schedule to track how much nourishment baby is getting at each feeding

You can download the app free of charge by visiting: [LVHN.org/babybundle](http://LVHN.org/babybundle). The e-book will soon be available in both English and Spanish.

**NOTE: Your health, or the health of a loved one, is a very personal topic. That is why you should use your personal email address – not your LVHN email address – when requesting information. In addition, our health network's computer security settings may prevent you from getting materials you're interested in receiving.**

# Uniform Donations Help Health Care Workers in Honduras

BY [SHEILA CABALLERO](#) · OCTOBER 25, 2016

When LVHN nursing colleagues adopted new standardized uniforms at the end of May, colleagues were left scratching their heads wondering what to do with their old work duds. A request for scrubs from the nonprofit organization [Through These Hands](#), solved the dilemma. It also gave nurses a chance to help other health care workers in developing nations and in devastated areas throughout the U.S.

In August, bins were placed on the campuses of LVH–Cedar Crest, LVH–17<sup>th</sup> Street and LVH–Muhlenberg, where nurses could drop off used, clean uniforms.



“On the first week of the collection drive, the bins were already overflowing,” says Pattie Hoak, Nursing Excellence Specialist. “Volunteers from Through These Hands picked them up in a big utility truck, and returned every third day for more. The generosity was overwhelming.”

By the end of the drive, more than 800 pieces had been collected. On Aug. 30, three boxes were shipped to a health care clinic in Honduras.

Through These Hands was founded by former nursing colleague Dorene Shannon, who started her nursing career in the 1980s in medical-surgical and eventually found her way to the intensive care unit. Her time in health care gave her insight into medical waste and inspired her to collect supplies that would otherwise be thrown away.

“This organization was founded on slipper socks,” says Shannon. “My colleagues and I saw the waste and thought we could help others through a donation.”

That first donation included the collection of 500 used slipper socks, which were distributed in Kosovo by a friend on a mission trip. Collection of other items like old wheelchairs, walkers and sutures followed.

“We accept all kinds of donations from gauze to hospital beds,” Shannon says. “The items come from 13 hospitals, clinics, nursing homes and other businesses, and are distributed in 49 countries.”

Some donations are shipped directly to nonprofits operating in Argentina, Guatemala, the Philippines and other countries, or are carried overseas by individuals on church and medical missions.

Whether you believe in serendipity or divine inspiration, there are definitely forces at work that help Shannon accomplish her mission.

“I was going to meet a senator from Liberia who was in the area and needed hospital beds,” says Shannon. “At the time, I had a couple dozen in our warehouse. The day before we were scheduled to meet, my phone rang from someone whose organization had 700 beds to donate.”

# Watch Leader to Leader – October 2016

BY [ADMIN](#) · OCTOBER 28, 2016

Do you want to know what's going on in our health network? Watch the Leader-to-Leader meeting. Leader-to-Leader meetings are held the third Thursday each month in the Lehigh Valley Hospital-Cedar Crest auditorium and simulcast to participants at Lehigh Valley Hospital-17th Street, Lehigh Valley Hospital-Muhlenberg, Lehigh Valley Hospital-Hazleton and Mack Boulevard. Using a PowerPoint presentation as a guide, guest speakers share updates on key issues and initiatives.

**Due to our network security settings, this video will only play in Internet Explorer in compatibility mode. [Here are instructions](#) on how to adjust your browser's compatibility view settings. You also**



# LEADER -TO-LEADER

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**need to have Microsoft Silverlight installed on your computer. If the links do not open properly, try refreshing your browser. If you have questions or need assistance, please contact information services at 610-402-8303.)**

[Welcome and Service Star](#)

[Warrior Centric Health Education Program Launch](#)

[Rapid Assessment Unit](#)

[Schuylkill Merger – Make It Work](#)

[Patient Centered Medical Home](#)

[PRIDEpoints](#)

[Improving the Health of our Population Through Innovation](#)

[Community Health](#)

[AllSpire and LVHN's GPO Transition](#)

[United Way](#)

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# Give Blood October 31 and November 2

BY [TED WILLIAMS](#) · OCTOBER 26, 2016

LVHN and Miller-Keystone Blood Center make it easy for you to give the gift of life this month. Visit [giveapint.org/LVHN](http://giveapint.org/LVHN) to sign up online for an upcoming blood drive at the various LVHN locations. Simply choose the date and time you wish to schedule, print your ticket and bring it to the drive.

By signing up online, you save time and are rewarded by earning points for each donation you make through the LifeSaver Rewards Program. These points can be redeemed for a variety of gifts at the online shop. You also can attend any blood drive without signing up online. Here are the dates you can save a life.





**Oct. 31:** LVHN—Mack Boulevard auditorium, 7:30 a.m.-1:30 p.m.

**Nov. 2:** LVH—Muhlenberg conference rooms B, C and D, 8 a.m.-3 p.m.

To reserve an appointment, visit [giveapint.org/LVHN](https://giveapint.org/LVHN). Walk-ins also are welcome at these blood drives. Each donor will receive cafeteria vouchers for a meal (\$4 value) and small beverage.

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# PPL Center Presale: Harlem Globetrotters

BY [ADMIN](#) · OCTOBER 24, 2016



Because you are a valued Founding Partner, you are eligible to purchase tickets to see the Harlem Globetrotters BEFORE they go on-sale to the public!

[Enter promo code PTLVHN to purchase](#)

Presale begins Monday, October 24, 2016 at 10:00 a.m. and ends Monday, October 31 at 10:00 p.m.

**\*Tickets go on-sale to the public on Tuesday, November 1st at 10 a.m.**

The Original Harlem Globetrotters are preparing for their action packed 2017 World Tour! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages. New this season, the Globetrotters will debut basketball's first 4-point line. The 4-point line will be located 30 feet from the basket – 6 feet, 3 inches beyond the top of the NBA's current 3-point line. You won't want your family to miss it – buy your tickets today!

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# PPL Center Presale: Disney on Ice Presents Dream Big

BY [ADMIN](#) · OCTOBER 25, 2016



Because you are a valued Founding Partner, you are eligible to purchase tickets to see *Disney on Ice presents Dream Big!* BEFORE they go on-sale to the public!

[Enter promo code PTLVHN to purchase](#)

Presale begins Tuesday, October 25, 2016 at 10:00 a.m. and ends Tuesday, November 1 at 9:59 a.m.

**\*Tickets go on-sale to the public on Tuesday, November 1st at 10 a.m.**

**Showtimes:**

Thursday, February 2nd – [7:00 p.m.](#)

Friday, February 3rd – [7:00 p.m.](#)

Saturday, February 4th – [11:00 a.m.](#), [3:00 p.m.](#), and [7:00 p.m.](#)

Sunday, February 5th – [11:00 a.m.](#)

Enter a world where adventure is waiting and courage leads the way at Disney On Ice presents Dream Big. Through enchanted pixie-dust, Tinker Bell takes you on a journey of beloved Disney tales LIVE ON ICE. Make a splash with the fearless dreamer Ariel as she yearns to explore life above the waves. Watch Rapunzel, Cinderella and Belle as they learn about the power to make their own magic. Travel to the wintry world of Arendelle with sisters Anna and Elsa, and the hilarious Olaf from Disney's Frozen as they learn that true love is the greatest magic of all. Be there to discover a whole new world with the daring Jasmine, and join Snow White, Aurora and Tiana as they remind you to always be strong, kind and fearless. High-flying jumps, daring acrobatics, breathtaking skating and lovable Disney friends make this an experience your family will never forget. Believing is just the beginning when Disney On Ice presents Dream Big skates into your hometown!

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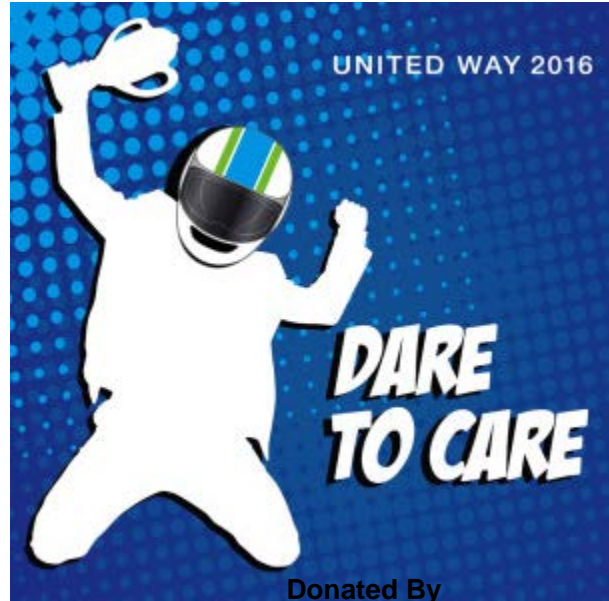
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# Our Latest United Way Campaign Prize Winners—Week Three

BY [ADMIN](#) · OCTOBER 28, 2016

Our annual LVHN United Way campaign runs through Dec. 2. This year's theme is "Dare to Care." Your donation will help the United Way of the Greater Lehigh Valley support vital community-based programs that focus on education, food access, healthy aging and emergency services.

Each week, colleagues who donate are entered into a drawing for a variety of exciting prizes. Don't fret if you don't win. Your name will automatically be entered into the following week's drawing. Below is the list of winners for week three.



Winner	Prize	Donated By
Denise Wehr	2017 Entertainment Book	LVHN Recreation Committee
Gary Haas	LVHN fleece	LVHN United Way Committee
Alida Ammon	\$25 Carrabba's gift card	LVHN United Way Committee
Jane Leary	\$25 Cracker Barrel gift card	LVHN United Way Committee
Casey Krill	\$25 TGI Fridays gift card	LVHN United Way Committee
Sandra Schmiedel	\$25 Cold Stone Creamery gift card	LVHN United Way Committee

Next week, those who donate have a chance to win a 2017 Entertainment Book and \$25 gift cards to Chipotle, Gap, Best Buy, Bath & Body Works, and multiple restaurants.

You can give to the campaign by clicking the United Way icon on your SSO toolbar. *(Please note: To donate to the United Way, you must click the "United Way" icon. If the icon does not appear, refresh your toolbar under the "Options" drop down. The "Give Now" icon is for colleagues to donate to Lehigh Valley Health Network.)*

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# November Culture of Wellness Opportunities for Raising a Family

BY [TED WILLIAMS](#) · OCTOBER 27, 2016

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

**Nov. 3** – Preparing for Labor and Childbirth (three-week series)

**Nov. 5** – Safe Sitter

**Nov. 6 and 19** – Prepared Childbirth (one-day class)

**Nov. 7** – Preparing for Baby (six-week series)

**Nov. 7, 13, 20 and 28** – Maternity Tours

**Nov. 8 and 30** – Breast-feeding Baby





**Nov. 11 and 23** – Car Seat Checks

**Nov. 12** – Baby Care (one-day class)

**Nov. 13 and 20** – Sibling Tours

**Nov. 15** – Grandparenting Workshop

**Nov. 16** – CPR Family and Friends

**Nov. 29** – Baby Care (two-day class)

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

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

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