

Colleague Survey Results

Learn our strengths and opportunities for discussion.

Financial Update

How did we do in the first quarter of the fiscal year?

Attend the Holiday Celebration

See the dates, locations and menu.

Win Free Phantoms Tickets

Enter to win one of 195 pairs of tickets.

Investment Planning Seminar

VALIC will host five seminars in December.

Week Eight United Way Winners

These colleagues donated and won a prize.



Colleague Survey Results

BY [RICK MARTUSCELLI](#) · NOVEMBER 30, 2016

In autumn, all colleagues had an opportunity to take the Colleague Survey. It was your chance to express what's on your mind about working at LVHN. The results are in. Your feedback tells us where LVHN is strong and where we have opportunities to discuss how we can become even better.

Here's a look at our overall results and your role in making LVHN an even better place to work and experience great care and service.

Participation

7,849 colleagues (61 percent of colleagues)



Our strengths

Engagement – We refer family and friends here for care, are satisfied with our jobs and want to continue working here.

Teamwork – We help each other accomplish our work.

Job fit – We like the work we do.

Safety – We work safely to prevent injuries.

Autonomy – We understand what's expected of us.

Opportunities for conversation

When examining LVHN's overall results, themes emerge that show us where we have opportunities. These themes may also surface in your department's results, and your supervisor will be talking with you and your colleagues about them.

You play an important role in this conversation. For a productive discussion, avoid jumping to solutions. First, ask "why." For example, if one of your department's opportunities is "staffing," discuss why that theme emerged. Perhaps open positions aren't filled quickly enough or colleagues' talents aren't being used to their full potential. Once you determine the "why," then brainstorm solutions.

Next steps

With your feedback in mind, your supervisor will create an action plan containing steps and behaviors to turn your department's opportunities to strengths. The independent firm that conducted the survey (SMD) will suggest action steps proven to be effective in addressing your department's specific opportunities. When the action plan is complete, you and your colleagues will implement the behaviors and steps it contains, which is the most important role of all.

The goal

Your action plan will help you be engaged, present, positive and accountable – the behaviors you need to build time, trust and teamwork and be at your best. When you're at your best, you're able to deliver the exceptional service our patients and their loved ones expect and deserve. And that's our ultimate goal.

How Did We Do Financially in the First Quarter of Fiscal Year 2017?

BY [RICK MARTUSCELLI](#) · NOVEMBER 29, 2016

At LVHN, July 1 starts the beginning of a new fiscal year. On Sept. 30, 2016, the first quarter of fiscal year 2017 (FY17) came to an end. So how did we do financially? Did we meet our financial goals? Are patient volumes up and expenses under control? Jim Rotherham, Vice President of Revenue Management, answered these questions and more when he presented the quarterly financial update during November's Leader to Leader meeting. Here's a recap.

We exceeded our first quarter financial goals

We achieved an operating income (revenue minus

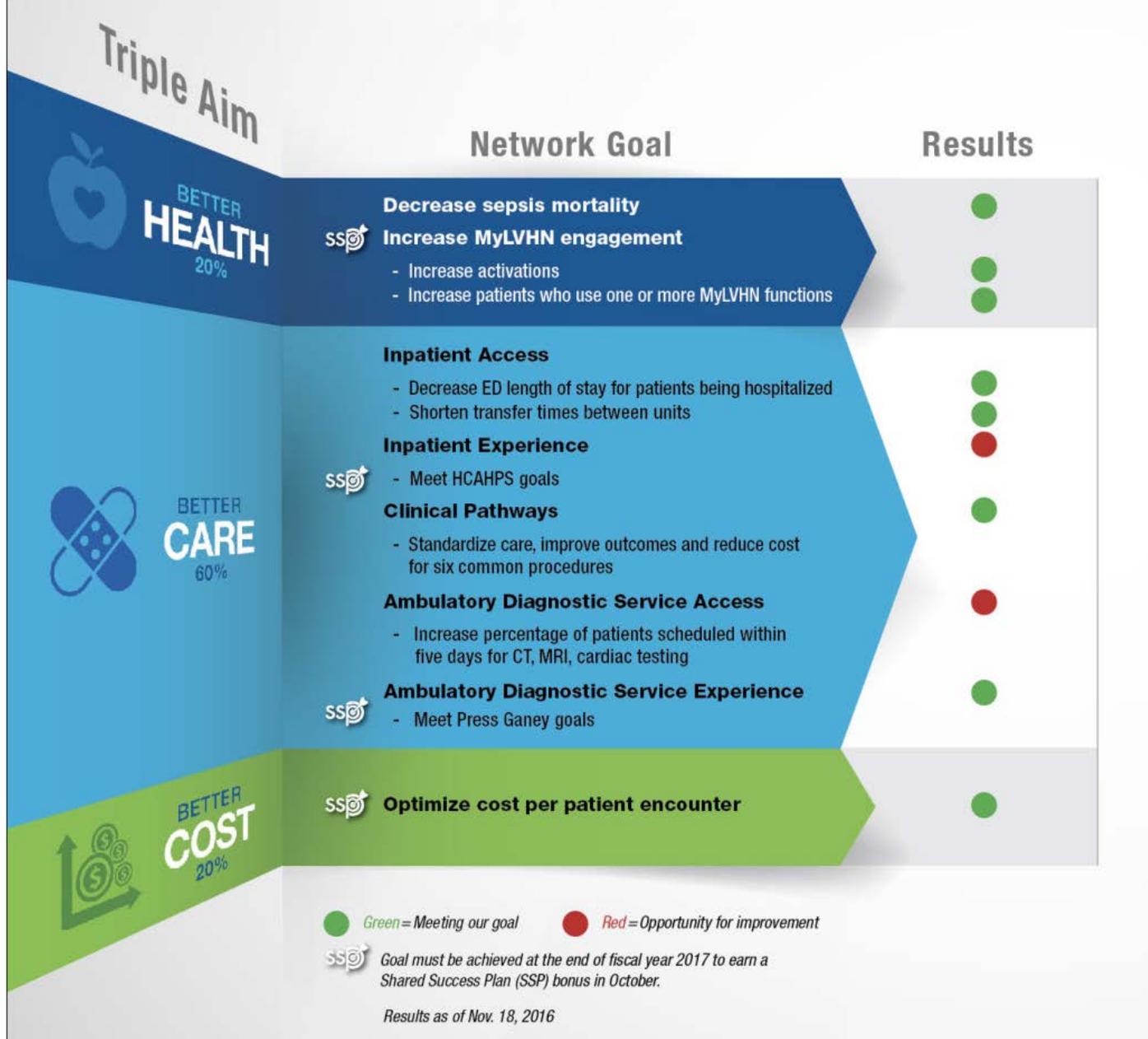


FINANCIAL UPDATE

expenses) of \$18.5 million, which is \$3.5 million more than our goal. Our \$18.5 million operating income is 3.4 percent of our total revenue. The percentage – called our operating margin – also is higher than our goal. For ten consecutive months, revenue exceeded expenses at LVHN.

Reasons we're meeting our financial goals

- **Our patient volumes are at or above our budgeted goals.** We've had 14,600 acute admissions in the first quarter of FY17, which is slightly more than we budgeted for. Compared to last fiscal year, we've seen an increase in emergency department and ExpressCARE visits, outpatient registrations and billable tests in Health Network Laboratories.
- **LVPG visits are up 2 percent.** We've had nearly 580,000 visits in the first quarter. We also added 35 more LVPG providers to help us meet our community's health care needs.
- **We're successfully managing expenses.** One reason our expenses are 2.6 percent below budget is because we are closely monitoring and managing FTEs (full-time equivalent employees). Currently, our number of FTEs is slightly less than what we budgeted for. Remember, colleagues' wages and benefits are our greatest expense. That's why it's important to keep our number of FTEs at a point where we're able to deliver quality care and service in the most efficient manner possible.
- **We're meeting nearly all of our health network goals.** At this point, there are two goals in which we have an opportunity for improvement: The inpatient experience and ambulatory diagnostic service access goals (see chart below).



What can you do?

Giving patients and their loved ones the best possible experience is something all of us can do, regardless of your role or where you work. By practicing our PRIDE behaviors and AIDET, and putting patients first all day, every day, we can deliver the experience our patients expect and deserve throughout our health network. When we give patients and families excellent service, it will be reflected in all our goals.

Annual LVHN Holiday Celebration Scheduled Dec. 13, 14 and 15

BY [TED WILLIAMS](#) · NOVEMBER 30, 2016

All colleagues are invited to take part in the annual LVHN Holiday Celebration, which will be held this year on Dec. 13, 14 and 15 at various health network locations.

The schedule is as follows:

Dec. 13:

- LVH–Cedar Crest, Kasych Family Pavilion lobby:
11 a.m.-3 p.m. and 4-7:30 p.m.; café (third shift)
12:30-2 a.m.
- LVHN–Tilghman, large conference room: 11



a.m.-2 p.m.

Dec. 14:

- LVH–Muhlenberg, ECC lobby: 11 a.m.-3 p.m. and 4-7:30 p.m.; café (third shift) 12:30-2 a.m.
- LVHN–One City Center, 7th and 9th floor common areas: 11 a.m.-2 p.m.

Dec. 15:

- LVH–17th Street, auditorium: 11 a.m.-3 p.m. and 4-7:30 p.m.; café (third shift) 12:30-2 a.m.
- LVHN–Mack, auditorium, 11 a.m.-2 p.m.

The menu for the occasion:

Garden vegetable salad – Mixed lettuces with tomatoes, cucumbers and carrots, with ranch and Italian dressing

Hummus and bruschetta – Lemon garlic hummus and balsamic tomato bruschetta with toasted fresh pita wedges

Fresh fruit salad – Toss of fresh melon, pineapple and grapes

Grilled chicken penne – Grilled chicken tossed with penne rigate and a roasted garlic mushroom marinara

Meatballs Marshand de Vin – Roasted meatballs covered with a savory burgundy demi-glaze with cracked black pepper

Butternut squash and barley pilaf – Roasted local butternut squash, aromatic vegetables and pearl barley with fresh horseradish cream

Assorted desserts, holiday punch and coffee

Enter Our Drawing for Free Phantoms Tickets

BY [TED WILLIAMS](#) · DECEMBER 1, 2016

All LVHN colleagues are eligible to win free tickets to an upcoming professional ice hockey game at the PPL Center in Allentown.

A random drawing will be held for 195 pairs of tickets – a total of 390 tickets – to see the Lehigh Valley Phantoms play the Hartford Wolf Pack in an American Hockey League game on Saturday, Feb. 18, at 7:05 p.m.

You can enter the drawing by completing the form below. Deadline to qualify for the drawing is Friday, Jan. 27. Winners will be announced on Wednesday, Feb. 1, on LVHN Daily.



Win Tickets to a Phantoms Game!

Enter by Jan. 27, 2017 for a chance to win two tickets to see the Phantoms play on Feb. 18, 2017.

First Name *

Last Name *

Email *

Please use your employee e-mail address.

Are you a physician?

Yes No

Please indicate whether you are a physician at LVHN.

1 [Share](#)

[Print Email](#)

VALIC – The Investment Planning Seminar

BY [TED WILLIAMS](#) · NOVEMBER 30, 2016

VALIC Retirement, the company managing our retirement plans, will host this seminar at the following locations:

Dec. 6 – 12-1 p.m., LVHN–Mack Boulevard room 6B

Dec. 7 – 12-1 p.m., LVH–Cedar Crest ECC room 5

Dec. 8 – 12-1 p.m., LVH–17th Street auditorium

Dec. 14 – 12-1 p.m., LVH–Muhlenberg ECC room D

Dec. 20 – 12-1 p.m., LVHN–One City Center room 7
East 2



Registration is required to attend one of these seminars. [Click here to register](#) and enter one of the following codes:

For LVHN–Mack Boulevard seminar: LVHALL11AX

For LVH–Cedar Crest seminar: LVHALL11AW

For LVH–17th Street seminar: LVHALL11AY

For LVH–Muhlenberg seminar: LVHBET11AT

For LVHN–One City Center seminar: LVHALL11AW

VALIC Retirement advisors are available to help you at:

LVH–Cedar Crest:

Jeff Hofmann: 610-402-8801

Michael Ryan: 610-402-8801 (advisor for LVPG colleagues)

LVH–17th Street:

Tim Schroyer: 610-969-2625

LVH–Muhlenberg and Health Network Laboratories:

Kevin Gertz: 610-392-9912

LVHN–One City Center:

Michael Ryan 601-402-8801

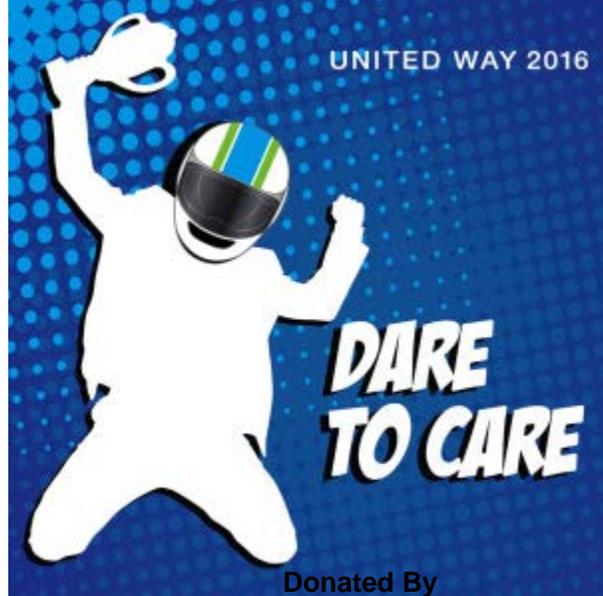
Tim Schroyer 610-969-2625

Our Latest United Way Campaign Prize Winners–Week Eight

BY [ADMIN](#) · DECEMBER 2, 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 eight.



Winner	Prize	Donated By
Terri Jackson	Mack Blvd. parking 1/1/17-6/30/17	LVHN Security
Diana Torres	Mack Blvd. parking 7/1/17-12/31/17	LVHN Security
Janell M Souder	Cedar Crest parking 1/1/17-6/30/17	LVHN Security
Tracie Heckman	Cedar Crest parking 7/1/17-12/31/17	LVHN Security
Barbara Lachimia	Muhlenberg parking 1/1/17-6/30/17	LVHN Security
Lisa M Popovich	Muhlenberg parking 7/1/17-12/31/17	LVHN Security
Stephanie Jay	17 th St. parking 1/1/17-6/30/17	LVHN Security
Donna Bakey	17 th St. parking 7/1/17-12/31/17	LVHN Security

Today is the last day of the campaign. There's still time to donate. 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.)*