

Feb. 17-21

[New Performance Management Process](#)

It will help you grow professionally and help LVHN thrive.

[Give to the United Way; Win a Prize - Video](#)

Learn why colleagues give and how your gift makes a difference.

[Free Counseling Services for Colleagues More Accessible](#)

Counselors will be at LVH-Hazleton every Thursday.

[Outpatient Center Planned for Carbon County](#)

Learn the services planned for the facility in Lehighton.

[Reporting Relationships Redefined; Duplication of Roles Identified](#)

Responsibilities of six Coordinated Health leadership positions were consolidated.

[Service Star of the Month](#)

Duo provides emotional and physical support after car crash.

[Equitable Care During Black History Month](#)

LVPG leader is proud of how we address health care disparities.

[Patients Receive Valentine's Day Cards - Photos](#)

Nearly 2,000 colleagues and community members shared their love.

[Attend Lecture Featuring Addictions Expert](#)

Charles O'Brien, MD, will present on March 13.

[eConsult Expansion](#)

LVPG Pediatric Endocrinology and Adult Oncology were added.

Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.

Show Your Heart Some Love

[Learn More](#)



Podcast Guest: Jennifer Stephens, DO

[Learn More](#)



Tell Your Story During Year of the Nurse

[Learn More](#)



LVHN news

Time to See a Knee Pain Specialist?

What You Need to Know About Stroke

What Causes Lymphedema?

How Our New Performance Management Process Will Help You

Grow

by [Rick Martuscelli](#) · February 20, 2020

Once a year, colleagues meet with their supervisor to discuss accomplishments of the past year and set goals for the next year. It's part of the performance management process. At LVHN, we've done it the same way for a long time. However, Colleague Engagement Surveys results and focus groups with colleagues tell us that you're ready for change.



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You want a performance management process that:

- Allows you to participate in meaningful discussions about decisions that affect your work
- Helps you grow professionally
- Supports an exceptional colleague experience
- Helps LVHN thrive

We listened to you and reimagined our performance management process. For the redesign, we took a commonsense approach that emphasizes flexibility, streamlines the process and leverages new technology. The new process will:

- Align your goals to health network priorities
- Strengthen the partnership between you and your supervisor by introducing coaching conversations and a mid-year review
- Include a year-end review that focuses on behaviors, job expectations and the work you are doing to meet your performance and development goals

Support continuous conversations with you and your supervisors so that performance management is an ongoing process, not an annual event

Next steps

- The performance management process at the end of fiscal year 2020 will be the last time we use Lawson Performance Management for Healthcare (LPMH).
- At the start of fiscal year 2021, we will use a system called PeopleFluent to set performance and development goals.
- Colleagues with direct reports will attend classroom training on the new performance management process. Sessions will be held from April through June. Look for an email containing registration instructions.
- All colleagues will receive training about the new process as part of the fourth quarter TLC bundle.

Our new performance management process will help us partner together to strengthen your professional skills and make LVHN an even better place to work, grow and receive care.

Give to the United Way in Hazleton and You Can Win a Fabulous Prize – VIDEO

by [Rick Martuscelli](#) · February 18, 2020

LVHN's United Way campaign is underway in our Lehigh Valley, Hazleton, Schuylkill, Health Network Laboratories (HNL) and Coordinated Health locations (the campaign in the Poconos is already complete). Your gift helps:

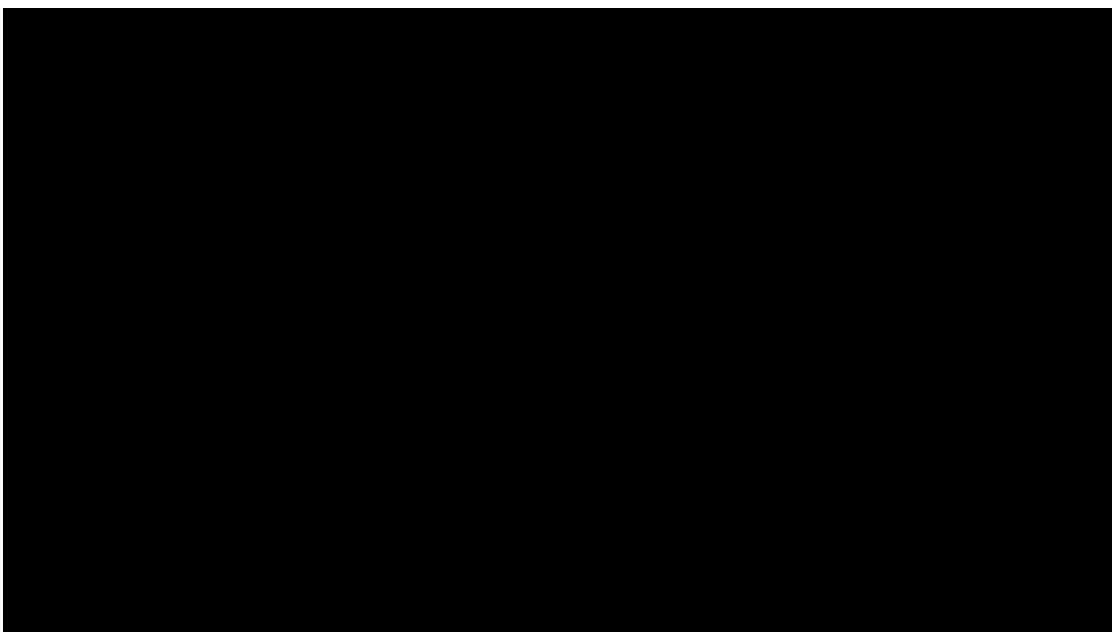
- Children achieve their full potential
- Families faced with homelessness secure shelter
- Senior citizens receive healthy meals and valuable support services that allow them to stay in their own homes
- Victims of crime, neglect or abuse get the vital assistance they need
- Individuals gain access to quality food and education to build healthier lives



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Colleagues share why they give in this video.



Here's another reason to donate. When you give to the United Way, you have the opportunity to win great prizes. (Note: Prizes are taxable, as per law.) Everyone who donates will receive a United Way magnet.

Give to the United Way today

In Hazleton, complete the campaign forms that were distributed through your supervisor. You can give a one-time donation or you can give through payroll deduction. Payroll deduction will begin with the pay period beginning March 22, 2020 and ending Dec. 13, 2020, or 20 pay periods.

Have questions?

In Hazleton, contact Mary.Yanac@lvhn.org (570-501-4200) or Jane.Danish@lvhn.org (570-501-6205).

Thank you for your generosity and for "Partnering for a United Future."

Free Counseling Services Now More Accessible for Colleagues in Hazleton and Pocono

by [Lori McFerran](#) · February 21, 2020

For LVHN colleagues working at LVHN locations in Hazleton and the Poconos, there is renewed access to the behavioral health counseling and coaching services offered by Preferred EAP. Carol Olzinski, a Preferred EAP licensed clinical social worker, now spends every Thursday in these areas to assist colleagues seeking help. In addition to Olzinski, Preferred EAP also contracts with multiple providers in the region to meet colleagues' needs and make services convenient. "There is no matter too small, and we see individuals for everything from stress management to depression/anxiety and marital concerns," Olzinski says.

Preferred EAP provides colleagues with professional, accessible, confidential and cost-free counseling and coaching to address and resolve a wide range of personal and professional challenges. LVHN colleagues and their dependents are eligible to receive five counseling sessions per occurrence, which are conducted with complete confidentiality.

"We're especially excited to have a physical location that is convenient for colleagues in Hazleton and the Poconos who may need our services," says Carolyn Lamparella, Preferred EAP Director. "Our expansion goes hand-in-hand with the increased focus on the importance of mental health and its impact on colleagues at work. This has helped change perceptions and made it more comfortable for people to reach out. Our caring, professional counselors are ready to help, and now they can help more with a physical presence in these areas."



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On the LVH–Pocono campus, the Preferred EAP office is located in Employee Health, 285 Prospect St. (across from the emergency department). At LVH–Hazleton, it's in the Annex building, level 1, accessed through the medical professional lounge.

To schedule a confidential, one-on-one appointment, call 610-433-8550 or 800-327-8878.

Former Lehighton Shoe Store to Become Outpatient Center

by [Brian Downs](#) · February 18, 2020

A former shoe store in the Carbon Plaza Mall in Lehighton is expected to reopen this spring as an LVHN outpatient center. The former Payless ShoeSource shoe store at 1205 Blakeslee Blvd. Dr. East will offer services that include radiology, ultrasound, 3D screening mammography and lab services through Health Network Labs (HNL). It will be called LVHN Imaging and Breast Health Services.



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“Several thousand Carbon County residents travel to an LVHN location outside the county for their care,” said Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer. “Our goal is to provide care closer to home and eliminate the need for them to travel outside the county to receive that care whenever possible. This conveniently located outpatient center is another big step toward providing that nearby access.”

Community members and LVHN patients requested that we expand outpatient services in Carbon County. Patients will no longer have to travel for general X-ray and ultrasound services. Women will be able to receive mammograms closer to home, and those who use the current HNL lab location in Lehighton, which is extremely popular, will benefit from having a second location to make getting their lab work done more convenient.

The addition of an outpatient center in Lehighton is LVHN’s latest expansion of services in Carbon County. We announced in August our plans to build [LVH–Carbon](#), a new hospital along Blakeslee Blvd. (Route 443) in Mahoning Township. That hospital campus is about a mile from the planned outpatient center. We also

opened two ExpressCARE locations in [Lehighton](#) and [Palmerton](#) in 2019.

Other LVHN services and specialists already available in the area include family practice, hematology oncology, infusion, cardiology, neurology, pulmonary and critical care medicine, vascular surgery, obstetrics and gynecology, pediatrics, rehab laboratory services through HNL.

Reporting Relationships Redefined; Duplication of Roles Identified Following Coordinated Health Acquisition

by [Admin](#) · February 20, 2020

Special Announcement



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This message is from Tom Marchozzi, MBA, CPA, Executive Vice President and Chief Financial Officer, and Amy Nyberg, President, Coordinated Health.

Since Lehigh Valley Health Network acquired Coordinated Health on Dec. 19, we have been integrating our operations and aligning our organizational structure. We have redefined reporting relationships and identified duplication of roles. You may read about actions taken in the local media, and it's important that we share information with you.

The decision has been made to consolidate the responsibilities of six Coordinated Health leadership positions into the existing LVHN leadership structure. It is LVHN's responsibility to maintain the highest level of care that our community expects and deserves. To do this we must operate efficiently and remain financially strong. These steps, while not easy to make, position us to continue many services already provided and to expand and grow additional services where the community need and limited access are greatest. Be assured we will work closely with those colleagues who are displaced.

Service Star of the Month – February 2020

by [Paula Rasich](#) · February 20, 2020



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Nancy Peacock, RN (left), Transitional Trauma Unit, and Elia Ramirez, Interpreter Services, LVH–Cedar Crest

A family of five was hospitalized after a car accident. The man, his wife and their three young kids spoke only Spanish. Medical Interpreter Elia Ramirez came in on her day off to make sure the family could communicate with the health care team. The incident left two children with serious injuries and one in critical condition. Because the mother did not know the condition of her critically injured son, Ramirez was the one to break the devastating news to her. Nancy Peacock, RN, and her colleagues took the parents in wheelchairs to visit the other children who were on the road to recovery. Ramirez stayed the entire day, interpreting for the Gift of Life and pastoral care. Together, the entire care team surrounded this family like guardian angels. The mother said goodbye to her son who passed away in the hospital. “The extraordinary compassion and knowledge of our colleagues working together that day gave this family the spiritual, emotional and physical support at a crucial time so they had the resources to grieve and turn toward each other to heal,”

says nominator Cara Eckhart, RN.

Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Joel Nuez, Diagnostic Care Center and Perioperative Registration, LVH-17th Street

When Nuez saw a man on the side of the road frantically waving his arms for attention, he rushed over to help him. Nuez got behind the wheel of the man's car, drove him to the entrance of the nearby emergency department, retrieved a wheelchair and wheeled him inside. The patient said, "I needed help and there you were. I was ready to throw myself into the street, my pain was so intense. There's no way I can repay you for this."

Team of Colleagues, Emergency Department, LVH-Pocono

One December evening, a victim of domestic abuse and her six children arrived in the emergency department (ED). The dire situation meant the family could not return home. The ED team decided to brighten their holidays by purchasing gifts for each child and making a donation to the mother. The family expressed heartfelt thanks for this generosity during a very difficult time.

Cassandra Strawser, 4T, LVH-Muhlenberg

A young man in Strawser's care was given a terminal diagnosis and hospice care. Showing a caring heart and devotion, Strawser worked closely with the hospice team to make sure the family's questions were answered, concerns addressed and all aspects of his end-of-life care taken care of. She ensured the patient's wife could lay next to him one last time.

Team of Colleagues, Payor Based Care Coordination, LVH-One City Center

In early December, a colleague shared some personal difficulties she was

experiencing outside her job. Facing these challenges alone meant she wouldn't be able to buy Christmas gifts for her young children. Her colleagues came together to purchase toys and gifts for the entire family. The family was grateful for the kindness they received during the holiday season.

Team of Colleagues, Dietary and Adult Psychiatry, LVH–Schuylkill

Colleagues gathered to provide a joyful holiday experience to their patients receiving behavioral health care. They planned and served a festive family-style meal, with plenty of food, decorations and conversation to go around. The event was topped off with a build-your-own hot cocoa bar served with sugar cookies.

Danna Rodriquez, Cancer Financial Services, LVH–Cedar Crest

An extremely stressed husband who was dealing with his wife's dementia and cancer diagnosis requested co-pay assistance for her medication that he couldn't afford. Within two hours of receiving this request, Rodriquez located an available fund, completed the application and secured payment. The patient's prescription was filled that same day without a delay in cancer treatment. The husband was greatly relieved.

Allison Bolinsky, Walter Setlock, DO, Janet Wolfgang, Shirley Shultz, LVPG Family Medicine–Frackville

On Christmas Eve, as colleagues were heading home to be with their families, a husband and wife walked through the office door. The frantic wife was upset about a recurring nose bleed that wouldn't subside. Colleagues put their plans on hold to assist this couple, who were traveling to New York. Unable to get the nose bleed to stop, they called 911. With tears in his eyes, the grateful husband thanked the team for their act of kindness toward his wife in her time of need.

Team of Colleagues, Radiology, LVH–Hazelton

While interacting with a mom and her two children who had regular occupational and speech therapy appointments, colleagues learned the mother was struggling financially. They reached out to "adopt" this family for Thanksgiving. The family was thankful for the wonderful holiday meal they enjoyed. Once again, the radiology team sponsored the family for Christmas, this time providing the touched family with

a significant gift.

Reflecting on High-Quality, Equitable Care During Black History

Month

by [Admin](#) · February 17, 2020

This message is from Kelly Moore, Vice President of Operations, Lehigh Valley Physician Group (LVPG).

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Black History Month is the national observance to acknowledge and celebrate achievements of Black and African Americans from all walks of life, their legacy and cultural values. At LVHN, this month provides an opportunity to reflect on how we can ensure high-quality, equitable care for our patients and families.



Kelly Moore, Vice President of Operations, LVPG

Health care disparities are well documented in racial and ethnic minority populations. In the Black and African American community, notable differences in health care outcomes include deaths associated with pregnancy and increased prevalence of hypertension and diabetes (among others).

While economic and social conditions are among the root causes of some differences, they do not account for all disparities. Access to care, assisting with social factors affecting health and being aware of and minimizing the negative

effects of bias in health care settings are among recommended ways to reduce barriers and care disparities.

I am proud of the strategies implemented at LVHN to address health care disparities for our communities. For example, LVHN's growth in number of providers, deployment of community care teams and making video visits available help our patients access the quality care they deserve. New processes that directly schedule patients with all their specialty appointments and orders prior to leaving the clinician's office avoid delays in care. Over the past few years, LVPG access coordinators have been placed in practices to assist patients navigate the complex health care system.

In the U.S., three times as many Black and African American women die as a result of pregnancy-related causes compared to white women. Protocols established by LVHN's obstetric providers help to detect underlying health conditions (a cause of death among pregnant women) as well as rapidly respond to serious symptoms following delivery. In these ways, preventable causes of death can be avoided among the patients we serve.

While observances such as Black History Month are important, effective responses to health care disparities and honoring the cultural backgrounds of our Black and African American patients, families, visitors and colleagues are critical throughout the year. In the words of iconic African American poet Maya Angelou, "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Thank you for all you do to make LVHN a great place to work and receive care.

Love Was in the Air When Patients Received Valentine's Day

Cards–PHOTOS

by [Rick Martuscelli](#) · February 18, 2020

Valentine's Day is a day to share your love. This year, we asked colleagues and community members to help us shower our patients with love.

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Working with Christmas City Printing and Alcom Printing, we created a website that people visited to create a personalized Valentine's Day card for a random patient hospitalized at LVHN. People were able to choose from among eight different card designs (including one in Spanish), and write a personalized message on it. We told people about it on LVHN Daily and LVHN's Facebook page, and encouraged people to participate.

This year we received about 1,900 entries. The messages on the cards truly came from the heart.

Here are a few examples:

- It is said that difficult roads often lead to a beautiful destination. Wishing you a speedy recovery on your road to a beautiful destination.
- I hope each day brings you renewed strength and that much closer to recovery. Get well soon!
- Sorry you're under the weather for Valentine's Day. Hoping the sentiment of someone thinking about you brightens your day. Happy Valentine's Day!
- I hope this valentine makes you smile. Have a great day and know you are loved.

After the cards were printed, LVHN volunteers distributed cards randomly to patients hospitalized in eight of our hospital campuses on Valentine's Day. These photos show the smiles the cards put on our patients' faces.



Image 1 of 4

Hear Addictions Expert Charles O'Brien, MD, PhD, at Lecture on

March 13

by [Jenn Fisher](#) · February 18, 2020

As part of LVHN's commitment to helping address the opioid crisis affecting our communities, the department of psychiatry is hosting a lecture presented by renowned addictions expert Charles O'Brien, MD, PhD. The program is scheduled for Friday, March 13, noon–1 p.m., at LVH–Cedar Crest, Auditorium. It will be telecast to these other LVHN sites:



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- LVH–Hazleton, Annex Board Room
- LVH–Muhlenberg, ECC D
- LVH–Pocono, Tranquility Room
- LVH–Schuylkill, Wall Auditorium
- LVHN–One City Center, 8 West 2

[O'Brien](#) is the Kenneth Appel professor and founding director of the Center for Studies of Addiction at the University of Pennsylvania. His contributions to addiction research include the development of the [Addiction Severity Index](#) with Thomas McClellan, PhD, George Woody, MD, and Lester Luborsky, PhD, which is a validated tool used worldwide to help assess addiction severity. O'Brien and researchers from University of Pennsylvania also conducted [groundbreaking research with naltrexone](#) used to prevent heroin and other opioid relapse and pioneered discoveries in the use of [opioid antagonists for alcoholism](#).

LVHN colleagues, including physicians, psychologists, registered nurses, social workers, LPCs, LMFTs, mental health technicians, medical students and all others

with an interest in psychiatry, are invited to attend this lecture on March 13. Please register online at: <http://www.cvent.com/d/ynq86k>.

Learning objectives for participants include being able to describe the epidemiology and diagnosis of opiate use disorder and describe best practices in treating opiate use disorders.

Continuing education credits are available for attendees.

Designation Statement

It is Lehigh Valley Health Network's policy to ensure balance, independence, objectivity and scientific rigor in all of our sponsored educational programs. Faculty and all others who have the ability to control the content of continuing education activities sponsored by Lehigh Valley Health Network are expected to disclose to the audience whether they do or do not have any real or apparent conflict(s) of interest or other relationships related to the content of their presentation(s).

Physicians:

Lehigh Valley Health Network is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians. Lehigh Valley Health Network designates this live educational activity for a maximum 1.0 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the educational activity.

Registered nurses:

Lehigh Valley Health Network is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Completion Criteria: Registered nurses attending the entire program will receive 1.0 contact hours.

Social workers/LPCs:

Lehigh Valley Health Network has been designated a pre-approved sponsor provider of professional continuing education for social workers, marriage and family therapist and professional counselors by the State Board of Social Workers, Marriage and Family Therapist and Professional Counselors. License # 002613. This educational activity has been approved for 1.0 CEUs.

eConsult Expansion: LVPG Pediatric Endocrinology and Adult Oncology (Diagnostic Advice)

by [Timothy Friel, MD](#) · February 19, 2020

January marked the most successful month for eConsults since the launch of the program in 2018. Colleagues offered advice for 217 patients in 13 unique specialties. For most of these patients, the advice allowed us to provide great care for our patients without the need for face-to-face visits with a specialist.



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On Feb. 5, two new eConsult Programs were added: Pediatric Endocrinology and Adult Oncology (Diagnostic Advice).

For any non-urgent endocrinologic issues pertaining to our pediatric patients, providers may utilize the Pediatric Endocrinology eConsult Program. The Adult Oncology (Diagnostic Advice) program will focus on the appropriate diagnostic evaluations of patients with an unexplained mass/lesion or other abnormality suggestive of possible malignancy.

eConsults are also available for adult patients in the following specialties:

- Anticoagulation management
- Cardiology
- Endocrinology
- Geriatrics
- Gynecology
- Hematology
- Infectious diseases
- Neurology

- Pain medicine
- Pulmonology
- Psychiatry

Our pediatric eConsult program also includes gastroenterology and hematology.

It is incredibly easy to make your request. Simply enter the order for the eConsult in “Medications and Orders” and select the appropriate option.

[Epic-based flows](#) for the program are available on the LVPG Intranet SharePoint Site under Provider Resources.

The eConsult program allows providers to request input on specific, non-urgent patient-related questions from specialists in certain fields. The goals of this program are multiple, including:

1. Enhance communication between primary care and specialty practices
2. Improve patient satisfaction by reducing time necessary to address specific clinical questions with expert feedback
3. Improve access in specialty practices by addressing straightforward clinical concerns and questions in a timely fashion – bypassing the need for in-person consultations for several clinical scenarios will ultimately improve timely access for patients with more critical specialty needs.

Some important reminders and considerations about the eConsult program:

1. eConsults are appropriate for non-urgent outpatient issues.
2. eConsults are not directed to a specific provider. They will be completed by a group of physicians in each specialty on a rotating basis.
3. eConsults should be used when the patient does not have an existing relationship with the specialist. eConsults are not intended to ask questions about patients who have current relationships with specialists (patients who have been seen within the last two years). Questions about established patients should be directly communicated to the appropriate specialist – please use a “documentation only” encounter to direct a specific question about a shared patient.
4. eConsult documentation will remain part of the patient’s permanent medical

record.

5. All consult requests will be addressed within three working days.
6. We anticipate the all eConsults will have one of the following outcomes:
 - 1) Resolution of a specific clinical issue with clear recommendations for management;
 - 2) eConsult will be converted to a traditional in-person specialty visit (and the timing of the visit triaged based upon acuity of the clinical concern;
 - 3) eConsults will be declined in rare cases (for example, pediatric patient, clinical question outside the realm of specialist expertise, etc.)
7. When requesting an eConsult, please do not place a formal referral to a specialist at the same time. Appropriate eConsults will hopefully bypass the need for a patient to see a specialist for a formal visit. If formal face-to-face consultation is recommended, the eConsultant will communicate instructions to the ordering clinician.

Your continued feedback is essential. Please send any questions or concerns to

Judith.Brooks@lvhn.org and timothy.friel@lvhn.org.