

[New Birthing Experience](#)

We're meeting the needs of moms and families.

[There's Still Time to Get a Flu Shot](#)

Clinics continue through Nov. 21.

[Improving the Patient Experience](#)

It's a top priority for CNO Kim Jordan, RN.

[Meet October's Service Star](#)

Kim Bartos is the picture of empathy.

[Week Two United Way Winners](#)

These colleagues donated and won a prize.



A New Birthing Experience is Coming to LVH–Muhlenberg and More

BY [SHEILA CABALLERO](#) · OCTOBER 18, 2016

Construction crews are busy on our new Family Health Pavilion at LVH–Muhlenberg, which is scheduled to open in summer 2017. At the same time, LVHN has been busy creating a new birthing experience for expectant moms and their families.

In May, we held focus groups to learn what women want. Then we set out to create the ideal experience to help make LVH–Muhlenberg the preferred hospital for expectant moms in Northampton County and beyond.

Focus group participants recognized our reputation for quality of care. They also want a new patient experience that includes more choice, more support and more



education during early pregnancy. Women told us they want to be actively involved in making their own care decisions so they can have the best birthing experience possible.

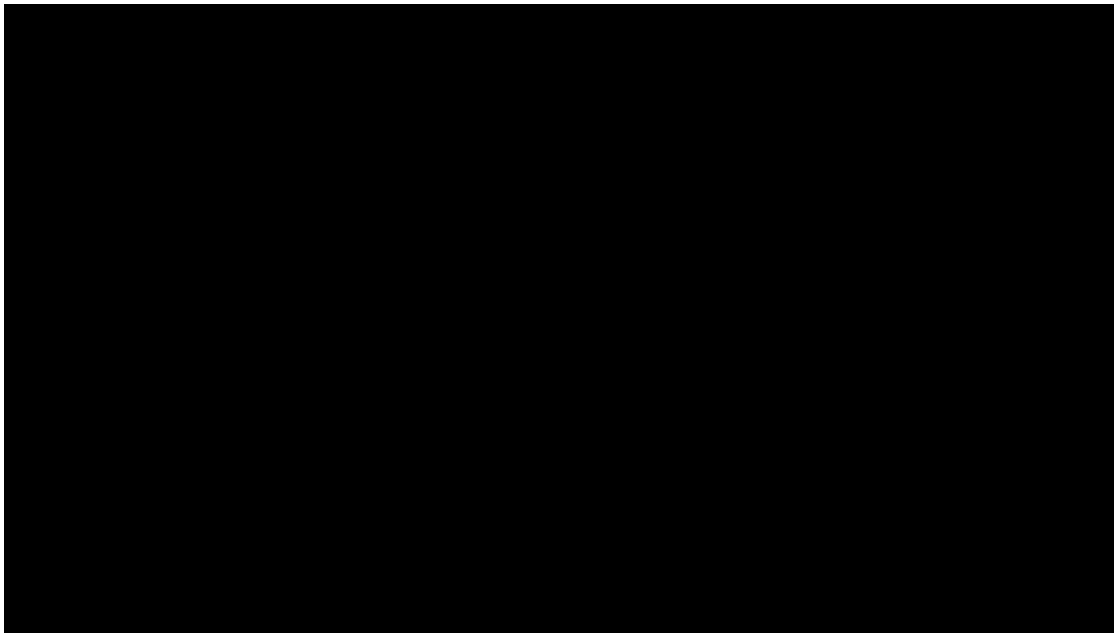
Here's what we're doing throughout the health network to meet the changing needs of moms and their families:

We're introducing new educational tools. Baby Bundle is a book, e-book and mobile app that gives women all the evidence-based information they need to be successful during pregnancy and throughout baby's first year. Beginning with their first appointment, women and families will be able to follow their baby's growth week by week or by trimester in one convenient free app. In addition, women can view after-visit summaries (AVS) on MyLVHN and enroll in email communications for added convenience. The app is now available for download at LVHN.org/babybundle. The e-book will also soon be available in English and Spanish. In addition, patients will receive a printed copy of the book at their prenatal appointment.

We're following the evidence on breast-feeding. The World Health Organization (WHO), Academy of Pediatrics and other health care providers recommend breast-feeding as the "gold standard" for infants. We'll provide moms all the information they need to make an informed choice. Then we'll give them all the support and education to be successful whether they choose to breast- or formula-feed their infant.

We're creating a homelike environment. When the Family Health Pavilion is completed next summer, it will include lots of natural light, comfortable furnishings for moms and their support partners, spa-like bathrooms and other homelike amenities. Watch the video below to learn more about the new Family Birth and Newborn Center—Muhlenberg.

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. If your computer doesn't have speakers, first click to play the video and then click "cc" in the bottom right



We're working to become a WHO Baby-Friendly Hospital. Becoming a WHO Baby-Friendly Hospital continues our legacy as a provider of quality health care. Working together, we'll help families achieve the optimal growth, development and health of their babies and drive referrals for our mother/baby services throughout the health network.

We're launching an integrated marketing campaign. In mid-October we launched a LVHN.org/welcomebaby to educate the community about the new Family Birth and Newborn Center at LVH-Muhlenberg and the overall mother-baby experience we're creating for expectant mothers and their families. In the near future, you'll see Facebook ads, intranet banner ads, billboards and other promotional messages throughout the region.

You can learn more about what we're doing to attain the [WHO Baby-Friendly Hospital designation](#) or read our [newborn feeding policy](#) on Policy Tech.

Join us as we work to create a new patient- and family-centered birthing experience that ensures all colleagues lead with respect while educating and supporting families and their babies.

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.

Haven't Gotten Your Flu Shot Yet? There's Still Time

BY [TED WILLIAMS](#) · OCTOBER 20, 2016

More than half of LVHN colleagues at our Lehigh Valley area facilities have been vaccinated since the 2016 Colleague Flu Shot Campaign kicked off on Oct. 3. As of Thursday, Oct. 20, a total of 8,475 colleagues had received shots. This number includes independent physicians, Sodexo and Crothall employees, students and other volunteers with the health network.

Colleagues who have patient contact are required to be vaccinated no later than Nov. 23 unless they have an exemption request for a valid medical or religious reason that has been submitted and approved by



Nov. 1. They can obtain exemption requests at employee health services. All other colleagues must be vaccinated by Nov. 23 as well or they must submit the declination form found in the TLC bundle.

If a colleague has been vaccinated through another source, such as a primary care provider or at a drug store, documentation of that vaccination must be submitted to employee health services. You can submit your documentation through the [electronic submission form](#) on the [influenza information page](#) on LVH.com. Please note, this is the preferred method of submission. If necessary, you also can fax documentation at 610-402-1203 or scan documentation and email it to [Elizabeth Oberlander](#).

College flu shot clinics will continue through Nov. 21 at the following times and locations:

LVH–Cedar Crest

Kaysch Family Pavilion Corridor

Oct. 29 – 6:30-11 a.m.

Nov. 10 – 6:30 a.m.-2 p.m.

Nov. 21 – Noon-7:30 p.m.

LVH–Muhlenberg

ECC Corridor

Nov. 8 – 6:30 a.m.-2 p.m.

Nov. 18 – Noon-3 p.m.

LVH–17th Street

Center for Healthy Aging

Oct. 27 – 7 a.m.-2 p.m.

Nov. 16 – 10 a.m.-3:30 p.m.

LVHN–Mack

Cafeteria

Nov. 14 – 8 a.m.-2 p.m.

LVHN–One City Center

7th Floor Work Café

Oct. 31 – 8 a.m.-1 p.m.

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How Are We Improving the Patient Experience?

BY [GERARD MIGLIORE](#) · OCTOBER 19, 2016

In April, Kim Jordan, RN, was named senior vice president of patient care services and chief nursing officer. Enhancing the patient experience is one of her top priorities. Here are her responses to questions about improving the patient experience.

What do you mean by 'patient experience?'

Our patients expect clinical excellence and may not notice the technical aspects of their care. What they do pay attention to and value is how they are treated and their care environment. Patient experience is really about relationships and going above and beyond to make patients and their loved ones feel safe,



comfortable and confident. Communicating effectively is a key factor in achieving these goals.

Why is it important?

When patients feel valued, they trust us. That helps reduce their anxiety during a stressful and vulnerable time. Trust also makes patients more likely to share important details about their condition, actively participate in their care and follow through on care instructions. This adds up to better quality and better outcomes. Plus, highly satisfied patients are more likely to return to us for care and recommend LVHN to their relatives and friends.

How do we measure patient experience?

Primarily through standardized surveys like Press Ganey and HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems). Our scores are compared to other institutions nationwide (see the latest results on page 4) and impact our reimbursement. Patients and families also share both positive and negative comments through letters, emails and phone calls. We're grateful for this feedback, and use it to continually enhance our services.

How are we improving the patient experience?

One example is a pilot program to enhance leadership rounding. Instead of simply visiting patients, unit leaders use iPads to ask patients a series of standard questions. The instant feedback allows us to immediately address any issues or concerns. It also gives us data that can be tracked and turned into process improvements. Another project is making bedside shift reporting more interactive. We're observing care providers during shift changes and giving them tips to more effectively involve patients in their care plan discussions. Later this fall we'll use this same observation and coaching process to enhance hourly rounding.

If you don't provide patient care, you can help by always keeping the patient perspective in mind. Ask yourself, 'How does this project, plan or process impact patients?' If you have a suggestion, tell your supervisor. Your input and creativity will ultimately lead to better patient experiences throughout our health network.

Service Star of the Month – October 2016

BY [SHEILA CABALLERO](#) · OCTOBER 20, 2016



If you could draw a picture of empathy, that person would be technical partner Kim Bartos. Bartos works on the transitional open-heart unit (TOHU) where she gives excellent care to patients facing long recuperation periods.

Bartos has a reputation for being a true team player who is valued by her patients and colleagues. She's also known for sweet gestures that put a smile on her patients' faces.

Bartos likes to draw and is a good artist. She often writes personal messages on drinking cups to cheer her patients during their hospitalization. She also draws pictures on patient cups, which helps her connect with patients, and helps them heal.

Nominator Sharin Kelley, RN, was taking care of a long-term patient when she noticed many leftover drinking cups the man was saving on a shelf in his room. Each cup contained a different image drawn lovingly by Bartos.

When Kelley asked about the drawings, the man's face lit up. He talked and talked about the kindness and personal attention he was getting from Bartos and how he had saved every cup she drew.

"Kim has a special gift that she shares with her patients," Kelley says. "That personal attention makes all the difference in the world during their recuperation. She is the picture of empathy – that thing people who were born to care for others have – and her patients get better faster because of it."

Next Steps

[Nominate a Service Star](#)

Congratulate these nominees:

- **Andrea Whitehurst, patient access, LVHN–Mack Boulevard**

Time and again, Whitehurst shows her commitment to the health network by filling in when we are short-staffed, and by taking risks and standing up for issues even though it makes her uncomfortable. She goes above and beyond her job description.

- **Nancy Throckmorton, RN, LVH–Muhlenberg**

Throckmorton is selfless, always putting her patients and colleagues first. Recently, she was caring for a young patient who lived three hours away. The patient's mother did not have a place to stay because all our family rooms were occupied. Throckmorton offered to let her stay in a vacant house on her farm.

- **Debra Christmas-Guess, Health Spectrum Pharmacy**

Christmas-Guess reassured a colleague who was concerned about taking a new prescription while home alone. Christmas-Guess offered to call her that evening to check in on her, and the colleague gratefully accepted.

- **Yahnily Ocasio-Rivera, community health**

Ocasio-Rivera speaks to patients with genuine care and concern as she advocates for their needs. She is a credit to her department and demonstrates true connection with families in the community.

- **Nicholas Kirch, RN, and Ruth Kotz, RN, vascular interventional radiology**

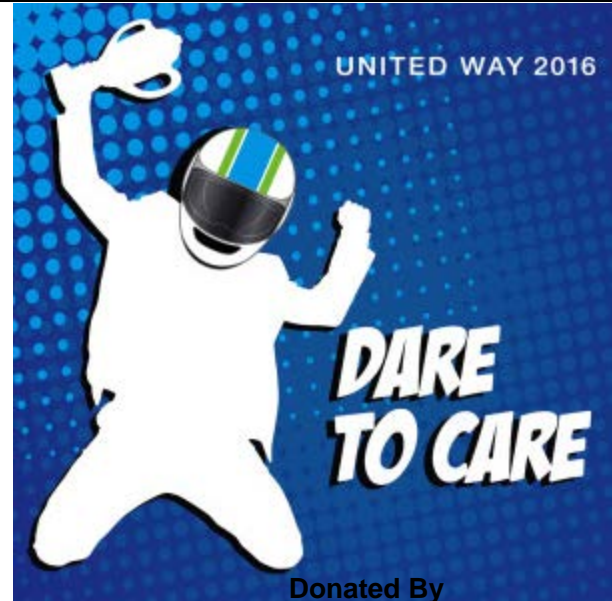
Kirch and Kotz went out of their way to assist the patient of another department and ended up saving his life. The colleagues were concerned after checking the patients' vitals and felt he should go to the emergency department where it was discovered he was having a heart attack.

Our Latest United Way Campaign Prize Winners—Week Two

BY [ADMIN](#) · OCTOBER 20, 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 two.



Winner	Prize	Donated By
Robin Anthony	2017 Entertainment Book	LVHN Recreation Committee
Valerie Kocher	\$25 Starbucks gift card	LVHN United Way Committee
Amanda Howatt	\$25 Ruby Tuesday gift card	LVHN United Way Committee
Angela Barrell	\$25 Panera gift card	LVHN United Way Committee
Carl Andreas	\$25 Multi-Restaurant gift card	LVHN United Way Committee
Bethany Ottinger	\$25 Outback Steakhouse gift card	LVHN United Way Committee

Next week, those who donate have a chance to win a 2017 Entertainment Book, LVHN Fleece, and \$25 gift cards to Carrabba’s, Cracker Barrel, TGI Fridays and Cold Stone Creamery.

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.)*